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COVER FOCUS

Consumer Tools Invade The Enterprise

Some of today's best consumer-oriented tools are finding their ways into the enterprise. What's your strategy to embrace or block these devices and programs?

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USB & Portable Storage Devices

Storage On The Go Is Handy, But Is It Putting Your SME At Risk?

by Elizabeth Millard

• • •

The use of USB devices and other portable storage gadgets—from iPods to zip drives—has become more widespread as telecommuting increases. But experts warn that the handy gadgets often present a security risk because they might carry viruses or expose sensitive company data if they're lost or stolen.



Some enterprises solve the problem by simply banning these types of devices, but as many data center and IT managers have found, creating a mandate and enforcing it are often two very different things. Even in companies with severe restrictions on personal use of technology, employees find ways to circumvent controls so that they can, for instance, surf restricted sites, download games, and email friends.

A better solution, some believe, is to create rules about USB and personal storage device usage that will allow employees to transfer files onto their gadgets without putting the company at risk. As these consumer tools proliferate, here are some guidelines on keeping the enterprise safe.

Standardize USB & Device Use

Just because a company might allow USB use doesn't mean employees should be able to bring in whatever they use at home or picked up at a recent trade show. Some enterprises have found success in giving employees devices that the IT department has approved and prepared for employee use.

Also important is creating awareness among IT staff and security about what, exactly, employees are using to transfer files, notes Nick Cavalancia of ScriptLogic (www.scriptlogic.com), a maker of network administration software for Windows-based networks.

"People are familiar with podslurping, where someone might use their iPod to download files from a network," he says. "But there's also cell phone slurping. Basically, anything that has storage capability can be used as a storage device. It goes way beyond USBs."

Another concern is that hard drives are now larger, he adds, and can therefore copy more files. Although these types of challenges might make companies yearn for restrictions, Cavalancia believes in creating a balance between security and productivity.

One way to achieve that is through standardization of technology so that devices can be managed more efficiently and security upgrades can be delivered in a streamlined fashion. For example, a company might opt to use one brand of USB devices and give all telecommuting employees a certain brand of cell phone.

"It's a little more work to create a standardized system than it would be to just

Go to Page 10

Key Points

- Even if employees are banned from using USBs and other storage devices, they often find a way to circumvent security rules, so it's often better to allow the usage but take control of its management.
- Attackers are increasingly targeting USBs because it allows them to attack multiple systems.
- Portable storage device makers are building more security controls into their products, which should be helpful for choosing devices that are enterprise-ready.

Boosting PC Longevity

Save Money By Making Your Equipment Last

by Carmi Levy

• • •

Darkening economic clouds are prompting IT departments everywhere to scour their budgets for savings wherever they can find them. The answer could be sitting on employees' desks.

"One of the easiest things you can do is to not buy new stuff," says Jack Gold, founder and principal analyst of J.Gold Associates. "If you're trying to save money, you can either get rid of people, which isn't very pleasant, or you can stay in place and just make do with what you've got."

The Everlasting Computer?

As a result, many organizations may apply this stay-in-place strategy to their desktop and laptop computers, holding on to them a little longer to avoid investing in new hardware. Gold says that while this can ease the near-term bottom line, it does not come without risks.

"You have to be careful here, because you can't stretch this to the extreme," says Gold. "If you've got a three- or four-year-old PC, you start running the risk of having your users become less productive even though you're saving money by not buying a new machine."

Gold adds that this effect is especially pronounced with notebook computers, as they receive more abuse as a result of their mobility.

"The typical first-year failure rate of around 10 to 15%, give or take, can easily double in a three- or four-year-old notebook," says Gold. "If something breaks outside warranty, you're probably talking several hundred dollars to repair it, which is likely more than the notebook's residual value.

"There's a slow curve that, if you exceed it, it actually costs you more to hang on to a notebook or desktop PC because of repair costs and productivity issues."

Phil Smith, product manager of commercial desktops for HP Canada (www.hp.com), says because purchase cost is only a small component of a computer's total cost of ownership, delaying acquisition isn't a cost-saving panacea.

"Fully 80% of a computer's lifecycle costs lie in maintaining it," says Smith. "So purchasing new equipment could be more cost-effective than hanging on to hardware past a certain point."

Data Is At Risk, Too

Gold says beyond increased service costs, older equipment can also expose the organization in other ways.

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Designed to offer all the increased storage utilization, managed data protection, and automated storage provisioning benefits of a SAN, the iQ2850 is an intelligent yet cost-effective all-in-one storage system, giving data center managers the ability to optimize storage quickly and cost-effectively.

Features include the ability to implement a large, tiered IP SAN storage system with support for up to 15TB with 1TB SATA drives, expandable up to 240TB. RAID controllers, power supplies, cooling modules, and disk drives are hot-swappable.

Despite the enterprise-level capabilities of the iQstor iQ2850, it's designed to be a low-cost and simple storage system, ideal for companies that need to consolidate multiple servers without the need for specialized host adapters, switches, and cables. Other benefits include integrated data protection features such as volume manager-based storage virtualization, snapshot, mirroring, remote replication, policy-based storage provisioning, capacity expansion, and remote support. Supported platforms include Microsoft Windows, VMware and Linux.



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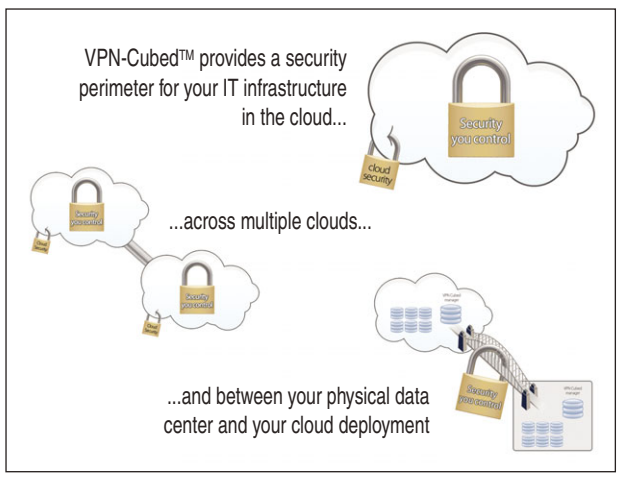
Multi-Tech Systems' two-channel MultiVOIP GSM SIP-to-Cellular gateway routes calls from SIP end points on a VoIP network to locations outside the VoIP system through cellular network instead of the PSTN line.

By routing voice calls between cellular GSM and SIP-based VoIP networks, organizations see substantial savings for long distance calls. The new gateway makes the whole world a local call and also provides a backup connection to remote VoIP sites in case of external Internet failure. A MultiVOIP GSM gateway maximizes an organization's investment in current telephony equipment and infrastructure.

MultiVOIP GSM units equipped with GSM cellular service are placed at facilities worldwide. Calls can be sent to any of those locations using a VoIP network and sent locally to a cell phone over the GSM network.

The new gateway, Model MVPGSM-2, comes with two ports for communicating over a SIP-to-cellular connection and an Ethernet interface for connecting to an IP network. SIP-IP network ends are connected at desired locations using the Ethernet interfaces. The cellular interface of each MultiVOIP GSM is connected to a GSM network by one or two user-supplied SIM cards. IP PBXes also connected to the same IP network are then able to utilize the MultiVOIP GSM to complete calls over the cell networks.

Routing rules decide where calls go. With routing rules, a caller in one country can call a cell phone in another country without incurring toll charges. Calls can originate or terminate from an IP PBX handset, PSTN line, or cell phone.



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CohesiveFT offered a precursor to the VPN-Cubed offering in production for more than a year via the Open Source VcubeV® project. VPN-Cubed is available now as a packaged service. The basic service is available for use with most operating systems, virtual environments, and third-party cloud offerings. Implementations will vary based on a customer's unique topology.

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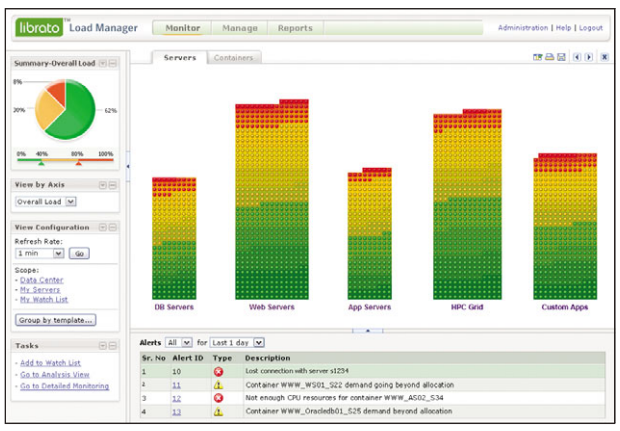
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Servers

November 28, 2008



Librato Load Manager is a workload management solution that monitors and controls server resources.

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Librato Load Manager is a workload management solution that helps customers deliver predictable application performance and optimal system resource utilization for x86 platforms on physical or virtual servers. Load Manager guarantees server resource utilization independently across CPU, memory, storage I/O, and network I/O, which enables customers to run more applications on fewer servers without compromising business goals.

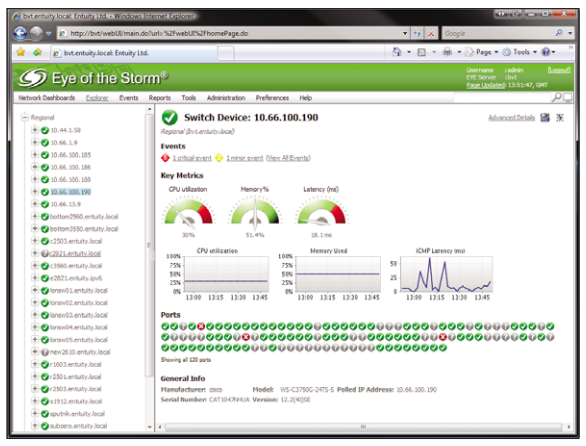
Load Manager allocates system resources via a policy-based scheduler to ensure optimal performance and service level. By maximizing server utilization and delivering application quality of service, Load Manager results in fewer servers, fewer operating systems, less complexity, and guaranteed service level agreements. By dynamically assigning unused capacity, Load Manager dramatically increases server utilization, enabling organizations to get the most out of existing resources. Load Manager typically uses less than 1% overhead and requires no OS or application modifications.

Load Manager supports Linux and Windows Server 2003 and 2008. The solution's demand-monitoring capabilities provide an advanced level of capacity planning. In addition to allocating system resources to an application and measuring actual resource consumption (load) over time, Load Manager can also be used to project how much resource an application would have consumed (demand) had it not been limited by its allocation. This ability to determine the difference between load and demand provides organizations with a powerful tool for planning server capacity.

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November 28, 2008



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Dig Deep Into The Network Infrastructure

Entuity Eye Of The Storm 2009

Entuity's Eye of the Storm (EYE for short) provides IT administrators with detailed information about operational, performance, inventory, and connectivity data. In EYE 2009, Entuity has added multiple interface enhancements and other features that will help IT staff turn data into actionable knowledge. For example, EYE 2009 offers graphically descriptive and interactive Web components from a single, unified display, which helps IT staff improve management workflows and avoid network support issues that may appear with oversimplified management tools or complex framework applications.

One of key additions in EYE 2009 is improvements to event handling and presentation that allow workers to acknowledge, suppress, or age-out events. Administrators can easily account for known outages, such as a devices brought down for maintenance, to prevent unwarranted SLA impact.

EYE 2009 includes a Green IT Perspective that quantifies the IT infrastructure's contribution to green IT initiatives. The Green IT Perspective features an interactive dashboard that lets users monitor IT device power consumption; track server, workstation, and network device utilization; and observe the conformance of devices to shutdown policy. EYE 2009 reports the dollar, kilowatt hour, or C02 ton cost associated with (as well as potential savings from) network infrastructures.

With EYE 2009, Entuity introduced a new data API that helps improve EYE 2009's built-in Report Center. The new API allows for the creation of custom mashups and in-house applications from the data, and the business analysis is ideal to organize, produce, and utilize standard reports.

entuity

News

Symantec CEO Retires

Symantec CEO John Thompson announced Nov. 17 that he'll step away from the company in spring 2009, stating that a decade at any job was long enough. Current Symantec COO and former Brightmail CEO Enrique Salem will take over CEO duties for Thompson, who is nearing his 10th year with Symantec. Symantec purchased Brightmail several years ago. Salem reportedly stated upon the announcement concerning his new position that Symantec will focus more on direct sales in the coming months. Thompson, meanwhile, has been rumored as a possible candidate in President-elect Barack Obama's administration as chief technology officer. Thompson has denied interest in such a governmental post, however.

Yang Steps Aside At Yahoo!

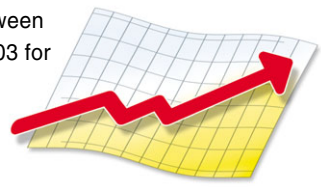
After 18 months at the helm of Yahoo!, Jerry Yang resigned as the CEO of the Internet search giant. Yang's tenure at the top saw the company fail to gain ground against Google. Another major disappointment was the spurning of a potential Microsoft buyout, which ultimately sent Yahoo!'s stock tumbling. At press time, Yahoo! shares were selling for about a third of what Microsoft was offering. Late last month, Yahoo! announced that it would lay off about 10% of its workforce and that revenue projections for the year would be lower than expected. A joint advertising deal with Google also recently dissolved under pressure from regulators. Yang plans to stay on until a successor is found and then assume a key executive position and remain a member of the board.

Ballmer Says Yahoo! Acquisition Still Off

Despite the buzz following the announcement of Yahoo! CEO Jerry Yang's plans to step down, Microsoft CEO Steve Ballmer says there is still no chance of his company acquiring Yahoo!, saying at Microsoft's recent annual shareholder meeting, "We are done with all acquisition discussions." Ballmer didn't shut down all possibilities, however; although a complete takeover is no longer desired, he says the company may be interested in an Internet search collaboration, whether through acquiring Yahoo!'s Internet search business or entering a partnership with the search company.

HP Preliminary Earnings Exceed Expectations

Computer and printer manufacturer HP announced its preliminary fourth-quarter results, reporting that its adjusted earnings topped out at $1.03 per share—a 20% increase compared to last year. 2009 fiscal projections are estimated between $3.88 and $4.03 for each share with revenue gains predicted to hit $32.5 billion in the first quarter. Wall Street anticipates HP's sales to reach $136.4 billion, while HP analysts expect sales to be just less than $130 billion. HP states that shrinking value of the U.S. dollar will have an impact on 2009 sales, as well, with total sales likely to drop by 7% for the entire year.



DNS "Kaminsky" Flaw: One Out Of Four Servers Still At Risk

Despite unprecedented industry cooperation to reduce the risk from an Internet vulnerability widely acknowledged to be the most serious yet, about a quarter of servers remain unpatched. A study by networking hardware company Infoblox and consulting firm Measurement Factory found that one in four servers still don't perform source port randomization, which at this time is the primary workaround to the DNS flaw discovered by security researcher Dan Kamin-sky. Exploits can redirect legitimate Web traffic to dangerous sites, which makes the vulnerability critical.

Palin Email Hacker Trial Postponed

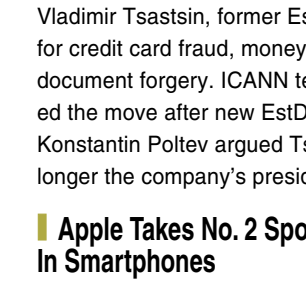
The trial of a 20-year-old accused of hacking former vice presidential candidate Sarah Palin's Yahoo! Mail account has been delayed until next May to allow more time for the discovery and forensics processes. College student David Kernell is accused of resetting the password on the account by correctly guessing the answers to three security questions using information about Palin he found on the Internet. He then allegedly posted some of the Alaska governor's messages online. Kernell, who faces a maximum of five years in prison, a $250,000 fine, and three years court supervision if convicted, has pled not guilty.

Former IBM Exec Files Countersuit

In a bid to keep the lid on trade secrets, IBM recently filed a temporary injunction on Mark Papermaster, a former IBM executive, to prevent him from working for Apple. Citing a noncompetition agreement Papermaster signed in 2006, IBM claims he was privy to IBM trade secrets and cannot be employed by a competitor for up to a year after leaving IBM. Papermaster was to start as Apple's vice president of devices hardware engineering, but in light of the injunction, Papermaster countersued IBM, saying that Apple and IBM are not competing, calling the latter company a business services provider and the former a consumer electronics designer and manufacturer. He also asserts that the noncompetition agreement was vague and unfair. A federal judge ordered IBM to pay a $3 million bond to cover any costs or damages that Papermaster might suffer if the injunction filed against him is later overturned.

Top Workplace Skills Wishlist

According to a study from the Society for Information Management, ethics and morals were among the top traits IT execs look for most when considering entry-level and mid-level IT workers. The Society indicated that recent stories about IT staffers performing unethical tasks, such as circumventing security systems, and cheating scandals are the primary reasons for the new emphasis on ethics and morals. Additionally, the study found that only 15% of the respondents indicated that they expected to reduce the number of IT employees during the next year.



Cisco Global Sales Meeting No More

In an effort to help save $1 billion in expenses, Cisco Systems canceled its annual global sales conference, which was slated to be held in San Francisco from Aug. 18 to 31 of next year. In 2008, about 5,000 sales producers attended the global sales conference. Cisco also recently canceled its Women's Leadership Forum that was to be held in San Diego.

ICANN Deaccredits EstDomains

After U.S. Web-hosting company McColo lost its Internet service for reportedly serving spam and malware sites, ICANN (Internet Corporation for Assigned Names and Numbers) informed Internet registrar company EstDomains it would deaccredit the company, essentially shutting the company down. ICANN, the organization that oversees the Internet's domain name system, reportedly first notified EstDomains of its plans last month, citing the Registrar Accreditation Agreement and the felony conviction of Vladimir Tsastsin, former EstDomains CEO, for credit card fraud, money laundering, and document forgery. ICANN temporarily rescinded the move after new EstDomains CEO Konstantin Poltev argued Tsastsin was no longer the company's president.

Apple Takes No. 2 Spot In Smartphones

According to a report by market researcher Canalys.com, Apple's iPhone 3G passed Research In Motion's BlackBerry to take second place in third-quarter global smartphone rankings. Nokia retained the lead but lost significant market share during the quarter because of heavy competition from Apple and RIM. Motorola and HTC took fourth and fifth places, respectively. Apple also beat Microsoft in smartphone operating systems, though Nokia's Symbian OS retained its market dominance. RIM came in third place for operating systems. Smartphones now represent 13% of the total mobile handset market, and a record-high 39.9 million smartphones were shipped globally from July through September.

Lenovo Plans Job Cuts

Lenovo plans to cut jobs after the company reported a 78% drop in 2008 second-quarter earnings. Lenovo's notebook computers continue to be the largest contributor to total sales. Total profit for the quarter was $23 million vs. $105 million in the same period a year ago. Lenovo has 1,680 employees in the United States and 23,200 global employees. The newly announced cuts would be in addition to a layoff of 1,400 employees last year.



WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 14 major companies in the technology market.

Company	Symbol	Year Ago	Nov. 14 $	Nov. 20 $	% change from previous week
AMD	AMD	$12.07	$2.43	$1.89	▼ 22.22%
Computer Associates	CA	$25.50	$17.02	$14.63	▼ 14.04%
Cisco Systems	CSCO	$29.43	$16.62	$14.47	▼ 12.94%
Dell	DELL	$26.62	$10.89	$9.81	▼ 9.92%
Google	GOOG	$625.85	$310.02	$259.56	▼ 16.28%
HP	HPQ	$49.44	$30.46	$31.83	▲ 4.5%
IBM	IBM	$102.22	$80.33	$71.74	▼ 10.69%
Intel	INTC	$25.17	$13.32	$12.23	▼ 8.18%
McAfee	MFE	$35.70	$28.50	$25.79	▼ 9.51%
Microsoft	MSFT	$33.96	$20.06	$18.14	▼ 9.57%
Oracle	ORCL	$20.53	$16.90	$15.40	▼ 8.88%
Red Hat Software	RHT	$18.91	$10.49	$7.89	▼ 24.79%
Sun Microsystems	JAVA	$19.63	$4.12	$3.09	▼ 25%
Symantec	SYMC	$17.41	$12.21	$10.05	▼ 17.69%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

Upcoming IT Events

Are you looking to learn more about data center or IT topics? Network with some of your peers? Consider joining a group of data center professionals. If you don't see a meeting listed in your area, visit www.afcom.com, www.aitp.org, or www.issa.org to find a chapter near you.

- DECEMBER -

Gartner 27th Annual Data Center Conference
Dec. 2-5
Las Vegas, Nev.
www.gartner.com/it/page.jsp?id=627607

ITEC New Jersey
Dec. 3-4
Secaucus, N.J.
www.goitec.com

AFCOM Central Texas
Dec. 4, 11:30 a.m.
Marie Callender's Restaurant
9503 Research Blvd.
Austin, Texas

ISSA Central Plains
Dec. 5, 1 p.m.
SKT Business Communications Solutions
3rd Floor
125 N. Emporia, Suite 100
Wichita, Kan.
www.issa-cp.org

Computer Measurement Group '08
Dec. 7-12
Las Vegas, Nev.
www.cmg.org/conference

AFCOM Omaha
Dec. 10
Mutual Of Omaha
Omaha, Neb.
www.afcomomaha.org

ITEC Portland
Dec. 10-11
Portland, Ore.
www.goitec.com

AITP Nashville
Dec. 11, 5:30 p.m.
Holiday Inn-Brentwood
760 Old Hickory Road
Brentwood, Tenn.
www.aitpnashville.org

AITP Washington, D.C.
Dec. 11, 6:30 p.m.
Alfio's Restaurant
4515 Willard Ave
Chevy Chase, Md.
aitpwashdc.ning.com

ISSA Baltimore
Dec. 17, 4:30 p.m.
Sparta Inc.
7110 Samuel Morse Drive, Suite 200
Columbia, Md.
www.issa-balt.org

ISSA Forth Worth
Dec. 17, 11:30 a.m.
The City of Fort Worth Building
275 W. 13th Street
Fort Worth, Texas
www.issa-cowtown.org

AITP Omaha
Dec. 18, 5:30 p.m.
Seraph Corp.
Omaha, Neb.
www.aitpomaha.org

- JANUARY -

AITP Omaha
Jan. 15, 5:30 p.m.
Seraph Corp.
Omaha, Neb.
www.aitpomaha.org

- FEBRUARY -

AFCOM St. Louis Gateway
Feb. 9
Schneider Electric Technology Center
807 Corporate Centre Drive
O'Fallon, Mo.
www.afcom.com/afcomnew/stlouis.html

AITP Omaha
Feb. 19, 5:30 p.m.
Seraph Corp.
Omaha, Neb.
www.aitpomaha.org

Keep Malware Off Email Servers

Armstrong Watson Blocks Spam & Viruses With Webroot

by Sue Hildreth

• • •

SPAM AND VIRUSES can quickly bring down a corporate network, so selecting the right anti-malware product to protect the company's email is a critical task. Alas, as virus writers and spammers continue to find new security loopholes, IT managers must continually re-evaluate their email protection. The security package that worked two years ago may not be adequate today.

One UK accounting firm, Armstrong Watson (www.armstrongwatson.co.uk), has gone through two changes in its email security technology since 2000. According to Chris Dickinson, IT support technician, the upgrades were needed in order to stay ahead of an upsurge in both email volume and malware coming into the email servers. The first security solution was simple, desktop-based antivirus software. The server, however, was relatively unprotected.

A Convenient Upgrade

"In those days, we had about 300 desktops with [a popular anti-malware program] deployed on them. That left the network vulnerable to security compromises," says Dickinson. "In addition, the updates would often crash the Windows 98 that we had running at the time."

The IT staff first replaced the [original anti-malware program] with a combination of an antivirus program and security application on the internal Exchange server. The antivirus software proved successful, and Dickinson says it's still in use. According to Dickinson, the security application worked fairly well, in that it did catch most malware, but it also tended to hang and crash, which in turn stopped the flow of email.

At the same time, Armstrong Watson began seeing larger and larger volumes of spam. So the IT department decided to outsource malware protection to an email security services provider: Webroot (www.webroot.com).

"We were getting a huge amount of spam mail coming down the line, which was taking up a lot of bandwidth," says Dickinson.

The firm heard about Webroot and opted to take advantage of Webroot's free trial offer to see how the service performed.

"After the two-week trial, we had seen sufficient advantages to know that it had to be the way forward," Dickinson says.

Email Protection

One feature of Webroot proved helpful immediately, notes Dickinson. Webroot, being a perimeter service that is not installed on the internal email server, can operate in tandem with other antivirus packages running inside the company. So Armstrong Watson did not have to go through the time-consuming process of removing the existing antivirus software in order to try out Webroot.

Today, the firm no longer requires internal security software for the email servers because all of the email traffic is routed first through Webroot's servers. No email gets through the firewall unless it comes from Webroot.

"There's no way we will get a virus because the firewall is locked down. The staff can't get any email outside of Webroot," says Dickinson. "That gives us peace of mind. It ensures that our servers are not vulnerable to DoS attacks, direct spam attacks, or attempts to use one as an open relay server."

Webroot's email security SaaS provides virus scanning, spam blocking, image scanning (specifically to filter out pornographic emails), encryption using Transport Layer Security, and filtering out of other email threats such as DDoS attacks. Also offered is an archiving service that allows customers to index and store both inbound and outbound emails for future discovery.

"As an accounting firm, we were attracted to the archive feature," says Dickinson. "The standard Webroot history only holds about three weeks' [worth of mail]. But an investigation can take much longer than three weeks to resolve. The archive saves messages for several years."

Despite the fact that the archive automatically saves all emails, it doesn't contain junk mail because of the Webroot antispam and antivirus filtering.

The Webroot filter technology and its hosted SaaS model reduced the amount of time that Armstrong Watson's end users and IT staff spend on email management.

"In the past 28 days, 1.7 million messages went through the system, of which only 300,000 were legitimate. That makes you realize the amount of time that staff would be wasting looking through these endless messages. The time taken just to evaluate messages on a daily basis has a large cost to the business over time," he says. "But the risk that someone might delete a legitimate message and lose that potential business is too valuable to be left to an end user who has to filter out 100 messages in their inbox every morning," says Dickinson.

A Complete Spam Filter

One task that IT staff should consider, says Dickinson, is to look through the filtered messages for the first two to three weeks of deployment to check that the spam settings aren't blocking legitimate emails. For instance, the UK firm had to tweak the settings to make sure that email from British Telecom was not blocked as spam, as it is a widely used domain.

"We suggest that each administrator goes through and makes sure that everything is looking normal so a customer isn't asking, 'Hey why didn't you answer my last email?'" he says.

After those first few weeks, however, Dickinson no longer worries about the spam filters. He does use the Web-based Webroot management console, which includes functions for monitoring and enforcing acceptable use policies; checking alerts sent by the service; running a report; checking email traffic flow; or changing the filter settings by groups, individuals, email size, keywords, destination, time, or attachments.

He also uses it to search for lost or archived email when someone in the firm needs one located—often for legal proceedings, reference, or because an important email was misdirected. The management console is easy to use, he says, but searching it can be a slow process given the volume of messages in the database: 1.4 million.

"It's not something that I do frequently. But the search time can be quite lengthy. That's due partly to the workload on servers and the size of the database," he says.

Company-Wide Protection

Armstrong Watson now has 400 end users accessing email through Webroot on desktops that are further protected with antivirus software. The desktop protection helps ensure a virus can't infect the network through a CD or USB drive. Webroot keeps out everything coming through the firewall.

"As a member of the team responsible for server availability, it's great not to have to worry about the broadband getting used up, the server getting overworked and clogged, or doing mainteance for a business-critical software application running on-site," says Dickinson.

Webroot Email Security SaaS

A subscription-based, hosted service that filters email messages at Webroot's own servers, thus relieving customers of the need to accommodate large volumes of spam on their internal email servers.

"The staff can't get any email outside of Webroot," says Chris Dickinson, IT support technician for Armstrong Watson. "That gives us peace of mind. It ensures that our servers are not vulnerable to DoS attacks, direct spam attacks, or attempts to use one as an open relay server."

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By leveraging Retina's fully preconfigured 651 Security Management Appliance, users can perform a full scan, review results, generate reports, and download information to tools such as Microsoft Office and Adobe Acrobat after turning on the unit and logging on to their company's eEye account.

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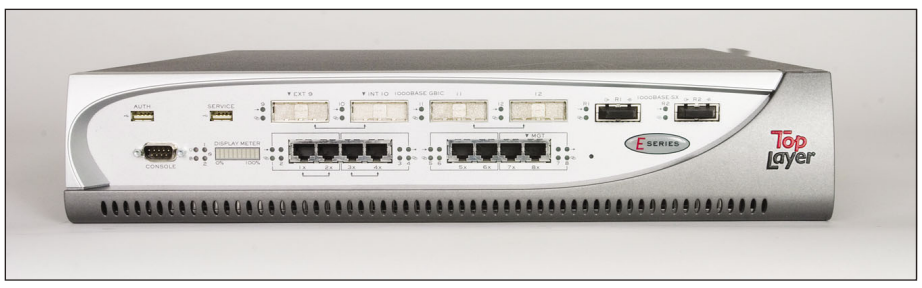
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Security

November 28, 2008



Top Layer IPS 5500 E-Series offers defense-in-depth protection with new shunning features for blocking traffic.

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Shunning Botnets & Rate-Based Attacks

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Fighting malware such as botnets and other rate-based attacks is a top priority for every company. Top Layer Security offers its latest solution for warding off attacks with the Top Layer IPS 5500 E-Series, a family of products that offer defense-in-depth protection.

The IPS 5500 E-Series has new shunning features designed to provide companies with techniques to support the device's automated attack defense. These include the ability to quickly temporarily or permanently reject traffic from IP addresses suspected of originating or being related to an attack. The new features are designed to help companies interactively identify current attackers and then shun attack traffic.

The IPS 5500 E-Series also includes a new user interface with dashboards designed to allow Security Operation Center personnel to quickly switch between "quiet-time" monitoring and "under siege" incident response. Other new features include attack source identification, malicious IP address shunning, and additional router protection.

With malicious IP address shunning, users can set time periods for how long each address should be shunned and manually unshun addresses that are determined safe. With additional router protection, users can export a list of IP addresses being shunned so that they can be imported into a router for blocking by the router. The new features are included in version 5.2 of the IPS 5500 E-Series software.

Top Layer™ Security

Physical Infrastructure

November 21, 2008

Data Center Cooling Solution

Simplex Isolation Systems AirBlock

Data centers must be kept cool to achieve maximum operating efficiency and ensure against disastrous malfunction, computer crashes, and loss of data. Unwanted mixing of warm air and cold air is one of the key factors contributing to energy waste.

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Simplex also manufactures hardwall systems with rigid, transparent panels, offering even more containment and greater ability to direct cool air. All Simplex products and systems are designed to meet ASTM and NFPA fire retardancy requirements.

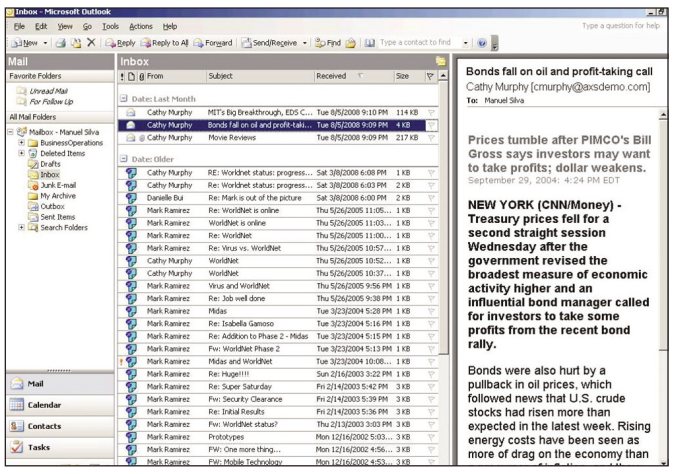


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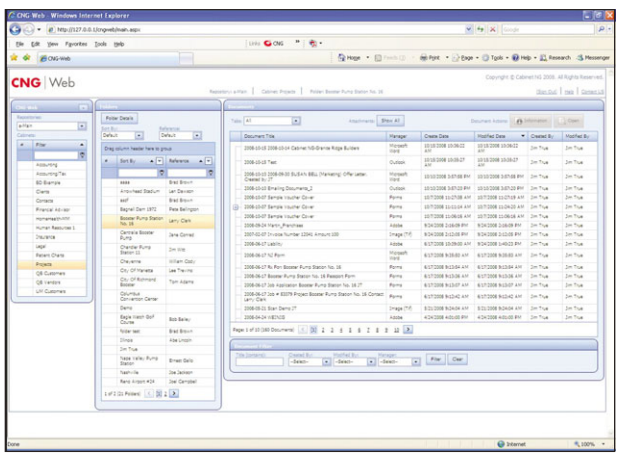
Data migration from one email platform to another can be an unwieldy process, requiring a great deal of planning and preparation, not to mention an abundance of resources. For example, different platforms allow different inbox sizes, creating a potential nightmare for employees who want to retain all their old emails after conversion and migration is complete.

AXS-One's Dynamic Data Migrator application offers a policy-based method of migration designed to solve this problem. Dynamic Data Migrator lets users retain their recent emails after migration, but it also creates a way for people to retrieve older emails instantly without requiring administrators to keep them all on local servers.

This helps relieve pressure on IT departments to create and maintain additional storage after the migration. Emails that are more than two years old are available to users via a Web-based portal. Overall, Dynamic Data Migrator helps users maintain access to information necessary for doing business.

AXS-One has added new features to Dynamic Data Migrator: the company partnered with CASAHL and Unify to offer a best-of-breed approach to migrating calendars, contacts, and applications in addition to email. The partnership is also designed to provide effective co-existence with Lotus environments. The new enhancements will be available in Q1 2009.





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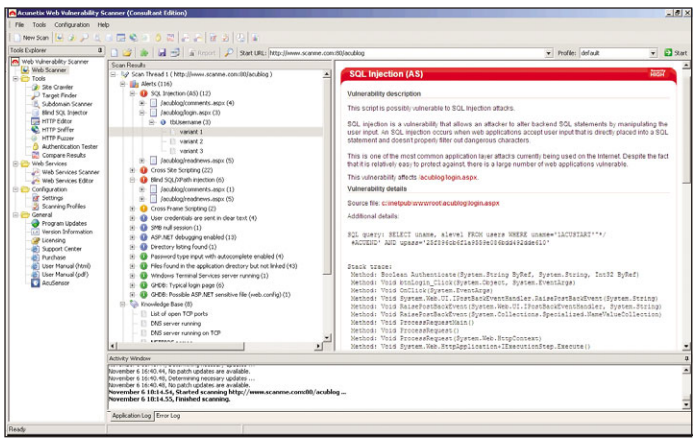
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Web site security is possibly today's most overlooked aspect of securing the enterprise and should be a priority in any organization. Hackers are increasingly concentrating their efforts on Web-based applications, as insecure Web applications provide easy access to back-end corporate databases and also allow hackers to perform illegal activities using the attacked site.

Acunetix Web Vulnerability Scanner automatically checks Web applications for known Web vulnerabilities, including SQL injection, XSS (cross-site scripting), and others. Concise reports identify where Web applications need to be fixed, enabling organizations to protect themselves from impending hacker attacks.

Acunetix has a sophisticated vulnerability detection engine that comes with the pioneering AcuSensor Technology. This is a new security technology that allows developers to identify more vulnerabilities than with a traditional Web Application Scanner, while generating fewer false positives. In addition, it indicates exactly where the vulnerability is within the code and reports debug information. It also locates CRLF injection, code execution, directory traversal, file inclusion, and authentication vulnerabilities.

Acunetix Web Vulnerability Scanner is available in three versions: A Small Business version for one nominated Web site; an Enterprise version to allow for scanning of an unlimited number of Web sites; and a Consultant version, which allows users to perform penetration tests for third parties.



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Enhanced Backup Options For SMEs

Yosemite Backup 8.7

No company doubts the importance of backing up data. It's a crucial aspect of ensuring that a company's data is kept safe. Yosemite Technologies' Yosemite Backup application has been offering a backup solution for companies since the early 1990s.

Yosemite Backup is designed to be simple to purchase and upgrade and supports a range of platforms, including the latest Windows OSes, NetWare, and Linux. Another mainstay feature is the ability for companies to purchase a single backup server to facilitate their backup needs instead of needing to acquire several.

The latest version of the application, Yosemite Backup 8.7, includes support for Windows Hyper-V and VMware ESX. It also supports Windows PE 2.1 for Vista and Windows Server 2008 disaster recovery.

Yosemite Backup 8.7 is designed to enable current customers to seamlessly update their environments while allowing new customers to easily add the application. Users can implement push technology to update their Master Backup Server while automatically having updates installed on all deployed backup clients. Also included is support for SAN and shared devices, as well as Windows services, including Microsoft DFS, Active Directory Lightweight Directory Services, SharePoint 3.0 SP1, and Exchange 2007 SP1.

The Yosemite Backup software development kit version 1.0, which provides access to the API on which Yosemite Backup is based, is available on approval.

Yosemite Technologies Backup 8.7 allows companies to purchase a single backup server to facilitate all their backup needs.

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Data centers require "proof-positive" identity verification to properly secure the enterprises' valuable assets. But most biometric access control solutions entail the costly and complex installation of specialized readers and modifications to backend systems.

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plusID outputs a standard card signal only after its rightful owner matches their live fingerprint to the print securely enrolled and stored on their device. The only installation required is the issuance of a new card number in your existing PACS (physical access control system).

Once inside the data center, the multi-function plusID also supports logical/IT access for secure logon to PCs and laptops — no need for backend systems or specialized middleware. All of the biometric processing happens on the device.

plusID puts the convenience of biometric processing directly in the hands of its user, eliminating the organization's liability for maintaining and securing biometric databases.

Mobile Phones Invade The Enterprise

What Your Enterprise Needs To Know To Prepare For iPhones, Sidekicks & More

by Robyn Weisman

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Back in late 2004, Samsung released a mobile phone with a 5MP camera to the Korean market. When asked why this same phone wasn't released in the United States, Mike Goodman, then a Yankee Group senior analyst, said that people in the United States don't use their mobile phones for much more than talking and for text messaging. "Video is far off. Online banking is very far off," Goodman said.

How times have changed. BlackBerry has been providing push email and Web browsing for many enterprises for some time now, and according to research firm NPD, Apple's iPhone 3G was the top-selling handset in the U.S. market during the third quarter of this year, outselling even Motorola's seemingly ubiquitous RAZR.

Not surprisingly, more and more enterprise employees are using smartphones to do the work that laptops did only a few years ago. But unlike laptops, which are often issued by the organization, these employees typically want their iPhones, Sidekicks, and BlackBerrys to bridge the gap between personal life and business. It's common to see an iPhone, for example, accessing an Exchange mail server while its user listens to music via iTunes.

However, it goes without saying that you probably aren't comfortable with iTunes distributing applications to your iPhone-carrying employees, and you probably don't want to have to allocate IT resources to support every latest and greatest device out there. So, short of banning these devices (and good luck telling your C-level executives that they can't use the smartphone of their choice), what things can you do to handle the onslaught of all these smart devices?

Key Points

- You are not required to provide equal levels of support for every smart device.
- Make sure you have a security plan in place that addresses email access, Web browsing, and application downloads.
- Regardless of ownership, you need to be able to remotely wipe any lost or stolen smartphone.

Varying Levels Of Support

No hard-and-fast rule exists requiring you to provide equal support for every smartphone. Tom Cross, mobile security expert at IBM's X-Force security research organization (www.ibm.com), says that smartphones don't need access to every endpoint on your intranet, nor do they need the same access that laptops have. "If you have the means to provide a more constrained firewall rule for mobile devices that limits their intranet access to services that you would reasonably want to use from a phone, then that's one less thing you have to worry about," Cross says.

Ahmed Datoo, vice president of marketing at mobile security solutions provider Zenprise (www.zenprise.com), says you might consider offering varying support levels for each device. "If you buy the standard enterprise-supported platform—let's say it's BlackBerry—you'll get full support, but if you decide to deviate from that standard and buy something else, we're going limit your ability to download applications from this device," Datoo says.

Also, Datoo points out that Microsoft Exchange is set by default to allow any mobile device to configure and retrieve mailboxes on the corporate network. IT can set Exchange so that this access is restricted, requiring users to petition IT for access—and providing IT with greater control over the devices that connect to the network.



Securing Email & Web Browsing

According to Dr. Paul Judge, CTO and co-founder of SaaS security solutions provider Purewire (www.purewire.com), email and Web browsing are the two primary areas that IT needs to secure before letting smartphones have access to the network.

Email security is fairly clear-cut because incoming and outgoing email must first pass through your company's mail server. "The nature and design of email allows you to [secure email] in a centralized manner," Judge says. Standards such as SMTP help in monitoring emails for spam and viruses, he says.

Web browsing requires more effort on the part of IT, Judge says. By default, a mobile device doesn't have to come back through the enterprise to reach the Web, and so users have the potential to visit any site and download malicious programs. Judge suggests two possible approaches. You can install security software directly on the mobile device so that it is secure at the endpoint. Alternatively, you can access processing and security analysis in a cloud-computing environment, so that the computer-intensive processing doesn't have to happen on the smart device. "The mobile device can point outbound traffic to the cloud, and all the filtering and analysis happens in the data centers," says Judge.

Passwords & Remote Access

IBM's Cross recommends enforcing a strong password policy. "If you enforce a strong password policy that requires people to unlock their phones before they access email, that's something that can be helpful to you when, inevitably, one of these phones disappears, and you have to decide what the implications are," Cross says. Many smartphones allow you to enable certain functions without a password while requiring passwords to access email or logging on to the corporate network.

In addition, Cross says it's crucial to establish a procedure for remotely wiping a smart device should it get lost or stolen. "If you don't establish this process in advance, then it may take some time before you get notified that the device has been lost, and that increases the exposure window," Cross says. "In addition, when the employee's phone disappears, they're probably going to want another one, and so that's the place where you can start the process of replacing it."

What To Do

You can support BlackBerrys, iPhones, and other smartphones within your SME, provided you have a reasonable plan of action in place.

First off, don't feel obligated to provide identical levels of support for every device. If you have a BlackBerry server in your data center, for example, it makes sense to reward your BlackBerry users with more functionality than, say, your iPhone users.

Next, secure the two major threat avenues for smart devices: email and Web browsing. You can do so by securing endpoints, employing automation, and putting your security muscle in the cloud. Outsourcing mobile security is often a great way for SMEs to tackle the problem.

Finally, establish a procedure for when a smartphone is inevitably lost or stolen, regardless of whether the smartphone is employee-owned or company-owned. Employees are motivated to follow these policies when they offer a means for them to replace their devices and again have the ability to access the corporate network in a timely manner.

News

Study: Mobile Messaging Continues To Thrive

In recent years, mobile messaging has become a common and, for some, a de facto means of communicating with clients and home offices while on the road. Whether it's texting, multimedia messaging, voicemail, instant messaging, or email, workers are finding more ways to get information where it needs to be. And the surging adoption of mobile messaging shows no signs of abating: A study by ABI



Research suggests that despite the economic slowdown, mobile messaging will continue to thrive.

According to the study, employees find that using various forms of messaging is more efficient and convenient than voice communications. Email and instant messaging are always popular, but SMS will account for about 83% of all mobile messaging revenue by 2013—a number expected to reach about $212 billion, up from $151 billion this year. ABI Research's report states that mobile messaging accounts for 85% of data service revenue.

Bottom line: Employees are using mobile messaging more than ever before to get their work done.

Size Matters

The increasing adoption of mobile messaging can mean different things to different types of small to medium-sized enterprises. ABI Research Analyst Dan Shey notes that in the case of the mobile messaging boom, size matters. "As business size goes up, there are more people to collaborate with, and the way they're collaborating is through mobile messaging." Shey notes that smaller businesses tend to rely more on voice communications, while larger ones generally find that messaging is more efficient. Thus, the larger the company, the more likely employees are to utilize mobile messaging.

According to Shey, it's not so much that smaller enterprises fail to see the usefulness inherent in mobile messaging, but rather that the profitability and business efficiency afforded by increased use of mobile messaging varies depending on the type of business.

First, he says, it requires capital to acquire the requisite devices and pay for data plans to facilitate mobile email, SMS, multimedia messaging, and instant messaging capabilities. Second, and more importantly, supporting such devices is cost-prohibitive for many SMEs.

Essentially, many SMEs will neither benefit nor suffer from the mobile messaging boom, while certain smaller businesses may find that they can take advantage of it due to the nature of their business.

USB & Portable Storage Devices

Continued from Page 1

block everything," says Cavalancia. "But it's worth it, to give employees the productivity tools they want and still have security."

Encrypt, Encrypt, Encrypt

When choosing a USB or portable storage device model, it's imperative to pick one that has strong encryption.

Some drives also contain antivirus software that will automatically start up when it's connected to an outside network, and managers can tweak controls so that the USB or other device won't be recognized on a computer until it's properly scanned.

"Organizations need to introduce encryption into the process, if it's not there already," says Jim Peterson, chief scientist at PKWARE (www.pkware.com), developer of file management products.

He adds, "There are many advances in security for these types of devices, so when an enterprise is shopping around, they should be able to find some nice options in terms of security mixing with usability."

Employee Education Efforts

Last year, security firm Sophos (www.sophos.com) noted that worms are proliferating through USB devices and other portable drives.

Attackers will continue to create worms and viruses that specifically hunt for drives because the portability of the devices means an attacker might be able to target several systems with one worm.

Employees need to be made aware of security concerns, notes Peterson, and this might involve regular email blasts as reminders or even folding proper usage training into a larger security education effort.

"People are used to increased mobility, because of laptops, cell phones, PDAs, and USBs," he says. "But as their comfort level grows, their awareness of security problems doesn't always naturally follow. So, it's up to IT to make sure they understand why certain controls are being put in place."

Management Strategy

Because so many enterprises are using portable storage devices, software companies have created USB and other device management tools to help with security efforts, Cavalancia says.

By creating strong management, purchasing, and education efforts, an SME can allow users to transfer files and increase productivity without causing undue security risks.

"There are a number of solutions on the market that specifically manage USBs," he says. "In other cases, as with our company, there are tools that can manage multiple types of devices at once, which is helpful when a company has numerous devices used by employees."

What To Do

- Examine existing policies about USB and portable storage device usage and talk to employees about their preferences and current usage levels.
- Standardize USBs and other devices so that upgrades are easier and management is streamlined.
- Create an employee education program that brings awareness of security issues and trains employees in proper usage of the storage devices.
- Implement a management strategy for the devices, which may include software that tracks security levels.

Other strategies to put in place might be the creation of a standalone system that can be used for initial device scanning and assigning one IT staff member to regularly check download logs to make sure that sensitive information isn't being "slurped."

By creating strong management, purchasing, and education efforts, an SME can allow users to transfer files and increase productivity without causing undue security risks. P

Boosting PC Longevity

Continued from Page 1

"If you're not already doing a very good job of making sure all the data on a machine is backed up, then the chances of losing data because of hardware failure go up, as well," he says, adding that policies and procedures to automate the process should be in place no matter how old a company's computers are.

"It's an issue for everyone," he says. "But it's especially important if you're running older equipment that breaks down more often. The real costs of this will be related to the loss of your data."

Change Your Up-Front Buying Processes

Traditional life-extension strategies, such as adding memory and upgrading the hard drive, may buy extra time, but they're mostly reactive. A more advisable approach is to plan for longevity during the acquisition phase.

"If you're aiming to maximize service life, you're better off including greater capability at the time of purchase," says Darren Leroux, product manager of commercial notebooks for HP Canada. "Even though this may be cost-prohibitive for some, consider maximizing the memory . . . and ordering a faster, more capable processor."

Gold echoes this sentiment. "If you buy low-end up front, you'll really be behind the 8 ball later on," he says. "You may find yourself paying more for this initial saving at the back end of the cycle. Don't be fooled by false cost savings. Think of it as a long-term investment."

Service Costs Rise Exponentially

Leroux says service-related issues become increasingly critical as a computer ages. Extended warranties that stretch the basic one year of coverage to at least three are a must if organizations hope to realize lower-risk cost savings. Similarly, accidental damage protection for notebooks can pay for repairs that no warranty would cover.

"Although this raises the acquisition cost," says Leroux, "you're making a small up-front investment for the benefit of keeping that product active and productive in your fleet for a longer period of time."

Smith says this opens up a great opportunity to get everyone from IT and the affected business areas, from purchasing to help desk to business unit leaders, together to ensure long-term savings aren't compromised by an extreme focus on the lowest possible purchase price.

"IT managers must work closely with all stakeholders to explain the lifetime cost savings that go with a particular solution," he says. "That connection isn't always happening."

Smith says purchasers have to hold vendors' feet to the fire, as well. "Make sure you're going to verify the life cycle of the products before entering the purchasing cycle," says Smith. "Include the life cycle in the request for proposals and make sure that your vendor is forthcoming on changes that might occur during the life cycle of the product that may affect the image stability of the product." P

Intangible Costs Of Older Hardware

It may be tempting to hold on to desktops and notebooks for upwards of five years, but the capital savings may be offset by significant, and often stealthy, costs.

Productivity costs increase because older hardware often runs newer software more slowly. Hard drives slow down over time as they degrade and as the installed operating systems age. Off-warranty service incidents drive up maintenance costs. Supporting multiple unsupported platforms also adds complexity for help desks and related teams.

Tactical Life Extension

Although most machines need to be retired when they no longer support end users' needs, some quick upgrades can help eke out a bit more life from older hardware:

Memory. Adding in RAM is the first—and sometimes only—option for boosting system performance. This straightforward upgrade rarely requires anything more than a quick service call.

Hard drive. Although replacing an existing drive can be labor-intensive and time-consuming, adding an internal or external drive rarely is. If storage is a sticking point, it could be enough to keep things going until a new machine is ordered.

Battery. Notebook batteries are rarely guaranteed out past the one-year mark. Buy them in bulk as early as possible in the machine's life cycle to minimize service disruption when they inevitably fail.

Warranty. Uncovered repair costs can instantly negate any cost savings realized by holding on to a PC for too long. Extended warranties can rein in costs, but contracts become prohibitively expensive as equipment ages. Know when to say when.

STORAGE NOVEMBER 7, 2008

CMS Products' Encrypted Hard Drives Provide New Levels Of Data Integrity

CMS Products ABS-Secure Notebook Backup Solution

The ABS-Secure is the latest in the CMS Products line of external USB 2.0-encrypted disk solutions, with capacities starting at 80GB. The unit utilizes CMS Products' CE-Secure Full Disk Encryption software for complete management of the encryption environment. Weighing only seven ounces, the ABS-Secure is bus-powered for transportability and is ultrarugged with the inclusion of the CMS DataGuard shock-absorbing wrapper.

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Social Networking Sites Pose New Opportunities

Experts Say Enterprises Need To Have Goals & A Strategy For Using The Sites

by Kurt Marko

• • •

Social networking sites are the latest darlings of the Internet, generating media buzz rivaling such hype-masters as Apple and Microsoft. Last winter's "60 Minutes" profile of Facebook founder Mark Zuckerberg marked their arrival as a mainstream phenomena. Initially targeted at young people, social networking has expanded into new genres such as professional contacts (LinkedIn), medical information (PatientsLikeMe), and charity (SixDegrees.org), each growing like a virus. According to surveys done by Forrester Research and cited by Charlene Li and Josh Bernoff in their book "Groundswell," in the United States, 25% of online consumers visit social networking sites at least monthly, with 22% of teenagers checking in daily. What this means for enterprises is that not only are many of your customers using social networks, but so are your employees.



Are social networking sites just the latest time-wasting Internet fad or are they a harbinger of more significant changes in online usage and behavior—changes that could have tangible implications for the enterprise? Most IT and business analysts believe the latter, that social networks and the larger trend of user-generated content represent fundamental shifts in the online experience. While management may perceive public social networking sites as time-wasters, Mike Gotta, principal analyst at Burton Group, notes that this sentiment surfaces with every new tool that isn't directly related to business. He heard similar complaints about email, instant messaging, and Web browsers as they entered the corporate world. As Li and Bernoff put it, "Three trends—people's desire to connect, new interactive technologies, and online economics—have created a new era. This is the fast-growing phenomenon we call the groundswell. Not only is it here, it's evolving rapidly, creating an incredible challenge for corporate strategists."

Strategies For Using Social Networks

Social networking sites offer an effective method for enterprises to communicate with customers. Some analysts see them as an alternative universe within the broader Internet. Tim Hickernell of Info-Tech Research believes that, "public-facing social networking pages and groups are the new domain names of the Internet. Organizations must treat them the same as domain names in order to protect their reputation and brand, as well as exploiting the social network for valid business purposes." Others, like Adam Sarner of Gartner, demur at such sweeping conclusions, noting that social networking sites are just user communities and that enterprises need to discover which sites their customers frequent. He also cautions that the popularity of social networking sites can be transitory—today's hot online community may be tomorrow's orphaned Web site.

A typical way for enterprises to exploit social networking sites is for customer outreach, marketing, and sales, starting with a company profile. Li and Bernoff note that "many [companies] have put up profiles on social networking sites that get 'friends' just like any other participant." Other consumer-savvy companies are using social networking sites as application platforms to interactively engage with customers; for example, Coca-Cola's CokeTag Facebook widget, which allows individuals to share content and links, is part of its strategy for using social media to reach consumers online where they spend an increasing amount of time.

Sarner agrees that harnessing communities within social networks for marketing can be a significant benefit for enterprises as they try to build brand awareness and promote products. Yet he cautions that companies need to be sensitive to the mores and expectations of social networking site users—an effective social networking site presence can't be a one-way street with the company pushing out marketing material while not engaging with customers. "It must be a win-win for the business and customer," says Sarner.

Hickernell finds other fruitful business uses of social networking sites, including employee recruitment (particularly for college students), product feedback (through online testimonials or focus groups), corporate citizenship/community outreach, and professional networking by employees.

What To Do

- Develop a strategy for exploiting public social networking sites—this usually will center on marketing, sales, and corporate outreach.
- Establish a company "brand profile" on social networks that includes badges, backgrounds, and buddy icons that other social networking site members can post on their own profiles and share with friends.
- Designate responsibility for maintaining the company's social networking site profile, updating content, and responding to messages; make sure this person is empowered to react to suggestions and complaints.
- Integrate standards and guidelines for employee use of social networking sites into existing Internet and HR policies.

Key Points

Social networking sites are part of a larger, rapidly evolving trend towards user-generated content, greater interactivity between customers and businesses, and increased transparency in customer relations. Social networking sites aren't without risks, and enterprises need to develop a strategy for what they want to accomplish and how before jumping in.

Policies For Business & Employee Use

If social networking sites aren't the Internet's latest diversionary fad and can serve as an effective way to link up with potential customers, that doesn't mean enterprises should jump in without a plan. Sarner advises SMEs to outline some goals that determine what they want out of social networks, whether it's building brand awareness, pitching new products, or polling customers. Once they have developed a strategy, he says companies should assign a customer advocate: someone whose job it is to post content, read comments, and respond. This person should have executive-level sponsorship, says Sarner, and be empowered to take concrete action in response to customer comments. "The worst thing you can do is ask for opinions and then ignore them."

While a designated social networking site advocate is responsible for the company's official online persona, Info-Tech's Hickernell says that enterprises should also take steps to "separate employee use of external, public social networks for personal purposes from official uses of these networks by employees for company purposes." Specifically, he says that official, company-sponsored social networking site activity should use "a UserID created for this purpose, using the employee's corporate email address, and should not use the employee's personal UserID on the social network." Failure to erect a firewall between personal and professional social networks can lead to customer confusion between a firm's official policies and statements and an employee's personal opinion. Hickernell also notes that an overlap between personal and professional networks can lead to "transmission of inappropriate content from a personal friend's network to a customer or partner network and may cause inappropriate access to company email directories through the installation of personal application plug-ins."

Finally, all experts agree that personal use of social networking sites by employees during company time should be addressed through extant policies on Web, email, and IM usage.

Jump Into The Groundswell

Li and Bernoff believe social networking sites are a key element of the "groundswell" upending the relationship between enterprises and their customers—a shift to more user-generated content and greater customer/corporate interactivity. Companies that want to understand and benefit from this trend are advised to develop a strategy, policies, and content and begin engaging with what Gartner terms "generation virtual." P

News

Survey Reveals SMEs' Economic Woes

A few days after Congress passed the federal financial bailout legislation in October, American Express polled a number of small-business owners and managers about their views of the economy. The survey, conducted by Bredin Business Information on Oct. 6 and 7, is known as the American Express OPEN Economic Pulse. It canvassed 602 owners and managers of enterprises with fewer than 100 employees and maintains a margin of error of ±4%.

The survey shows that 46% of respondents feel that the U.S. economy will worsen in the next 12 to 18 months, as compared to 34% who think it will improve somewhat. Overall, only 4% believed that the situation will be "much better" 12 to 18 months from now, compared with 18% who see conditions becoming "much worse." Another 20% feel that things will be much the same for the next year and a half.

In the near term, 44% expect the souring economy to have a negative effect on their business prospects in the next six months. More disturbingly, 18% worry that market conditions could force them out of business. Only 14% foresee economic improvement and expanded opportunities, and a hardy 23% expect their businesses to grow no matter how bad the economy gets.

The tightening of the credit market has had an adverse impact on 63%—nearly two-thirds—of respondents' companies. Almost four out of five (79%) reported a drop in sales, but only 4% have been unable to fulfill existing orders. Additionally, 40% have found



themselves paying bills late or not at all; however, only 7% have been unable to meet payroll obligations. Significant numbers have had to pay business expenses out of their own pockets (51%) or out of lines of credit or other sources (24%). Layoffs were only reported by 12% of survey respondents.

Making It Work

In order to cope with new market realities, most respondents are slashing expenses (69%), lowering profit margins (58%), slowing or stopping marketing drives (52%), and working more hours (50%). A third of companies surveyed are raising prices, and 32% are downsizing, reducing salaries, or cutting back employee hours.

Priorities for the next six months include maintaining sources of revenue, growing the business, dealing with cash flow problems, reducing expenses, and finding ways to innovate. Additionally, the companies will focus on management of existing staff and will tackle regulatory matters affecting their enterprises.

News

Internet Entrepreneur Accused Of Insider Trading

Mark Cuban, an Internet entrepreneur and owner of the Dallas Mavericks, has been charged with insider trading by the U.S. Securities and Exchange Commission. Cuban allegedly avoided large losses by using nonpublic information in 2004 about an upcoming stock sale by Mamma.com, an Internet search engine. The SEC states that Cuban saved more than $750,000 in trading losses by selling 600,000 shares in the company. According to the SEC, Mamma.com's CEO alerted Cuban to a stock offering that would dilute the value of existing shares, and in turn, Cuban had promised to keep the information secret. Less than four hours later, says the SEC, Cuban sold his stock. Cuban denies any wrongdoing.

IBM To Acquire Transitive

IBM announced plans to purchase Transitive, a software company that specializes in cross-platform virtualization technologies. According to IBM, the purchase will boost the number of products and services IBM has available to increase efficiency and productivity for IBM customers' data centers. Organizations utilize Transitive products and technology to move server workloads to open-source environments from proprietary Unix environments, and vice versa. IBM plans to take over Transitive's 48 patents for the transitional technology. Financial terms have not been disclosed.

Sun Microsystems Cuts Jobs

Sun Microsystems will be cutting 5,000 to 6,000 jobs in an attempt to restructure the company and save up to $800 million. The job cuts translate into between 15 and 18% of Sun's workforce. With the restructuring, the company expects to save between $500 million and $600 million within the next 12 months. Sun also announced plans to revamp its software division by dividing it into three parts: Application Platform Software, Systems Platforms, and Cloud Computing & Developer Platforms. Sun is most widely known for its high-end servers that run the Unix operating system.

USB 3.0 To Be Available In 2009

The USB 3.0 Promoter Group released a technical diagram to manufacturers so they can start making products meeting the new USB 3.0 specification. The new version features a data transfer rate of up to 5Gbps, which is 10 times faster than USB 2.0. The Promoter Group expects that the USB 3.0 controllers will reach the market in the second half of next year, but products that incorporate the new standard won't be available until 2010.



IT Spending Predicted To Drop In 2009

According to IDC, the IT industry worldwide will lose as much as $300 billion in revenue next year because of the slowing global economy. Although growth will con tinue both worldwide and in the United States, the expected rate of growth has been slashed. Globally, IDC predicts 2.6% growth, a significant drop from its initial expectation of 5.9%; in the United States, IT spending is now expected to drop to 0.9%. A decrease in IT growth was widely expected, but the IDC's new numbers undercut those suggested earlier by Forrester Research and Gartner Research.

Stemming The Application Tide

How To Battle The Perpetual Rush Of Nonstandard & Unapproved Applications

by Christian Perry

• • •

Ask any IT manager: It's a war zone out there. As open-source software continues to increase in quantity and quality, unapproved applications are infiltrating enterprises at unprecedented rates. Employees are rarely satisfied with only the slate of IT-approved applications, so they often install applications that exist outside of that boundary.

Key Points

- The use of nonstandard software by employees can cause both security and support problems.
- Organizations need to develop policies that define both allowed and disallowed programs.
- Technology can be beneficial in identifying program use, but explicit policies should form the basis of enforcement.

"There are two main risks with nonstandard, Internet-related applications on enterprise desktops," says Lawrence Imeish, principal consultant for Dimension Data (www.dimensiondata.com). "The first is a security risk. For example, if a user is tricked into downloading a spyware-infected search tool, not only is the user's data at risk, but enterprise data is, as well. The second issue involves supportability. Users who download and become reliant on nonstandard browsers and Web apps may find themselves with very little recourse if or when the application or service crashes, corrupts their data, or is simply unavailable when they need it."



ID The Invaders

Personal applications are not necessarily inherent dangers for enterprises, but without knowledge of their use, IT managers certainly face an increased risk of problems. Sean Martin, CISSP and vice president of marketing at SkyRecon Systems (www.skyrecon.com), explains that unapproved applications are those deemed inappropriate or risky for enterprise use, or those that have not been formally evaluated and approved.

"For the first case, the organization has likely taken the formal steps necessary to determine the risk to the [enterprise]," Martin says. "Some of the risks [an organization] might look at could include the impact on network or system resources, impact to employee productivity, risk associated with vulnerabilities or malicious behavior, or legal impact due to pirated software and applications."

Enterprise applications reach approved status when an organization trusts that the vendor is supplying a product that's built securely, Martin says. Although that high level of security isn't necessarily a given with these applications, he says it likely exists more often than it does with nonstandard applications. Using this "known good" and "known bad" concept, organizations are at least taking a proactive approach to define a level of accepted risk.

According to Martin, the real trouble comes to the surface when applications have not been officially evaluated and approved. "This scenario consists of unknown applications being used on IT resources, most likely by non-IT personnel," Martin says. "The amount of risk is not formally calculated, and the ramifications [are] infinite."

"Applications that have not been built by a reputable vendor with a commitment to develop and maintain secure code could leave an organization open to attack, data theft, and general system compromise."

Jack Daniel, CISSP and support engineer at Astaro Internet Security (www.astaro.com), adds that unmanaged installation of software can create licensing liabilities through unlicensed use of commercial software or unlicensed commercial use of software that is only free for home use. "Even legitimate programs installed without licensing restrictions can create a problem for desktop image management and patch management systems, as nonstandard configurations may not be addressed in backups, restoration images, or patch deployments," Daniel says.

Program Policy

Is an outright ban on unapproved or nonstandard applications the solution to preventing problems with this software? No, Daniel says, because such bans can cause employee frustration and resentment; these bans are also often circumvented. Dimension Data's Imeish agrees.

"Historically, banning is only a short-term solution, as savvy users will find a way around the restrictions," Imeish says. "If, for instance, a network admin discovers that a certain group is using a Web-based chat application for collaboration, then an instant ban would not be the best course of action."

"Instead, the admin should engage the users to ascertain the need(s) that drove them to the app or Web service . . . and then judge whether that need can be met internally."

Martin explains that the first policy-driven step should be to gain an understanding of what applications are required for business to be securely conducted. This will ensure that the correct versions are installed and that vendors commit to proper patch procedures.

Second, organizations need to develop a strategy to block applications that they've determined put their enterprise and supporting processes at risk. Third, Martin says organizations should prevent the ad hoc installation of new applications, leveraging a formal process (which allows for exceptions for employees) for IT and security departments to follow. Finally, organizations need to monitor employee activity, including watching for applications that don't fall into the approved or disapproved lists. From here, the policy can be fine-tuned to ensure the most efficient, secure configuration.

Harmony Ahead

According to Imeish, users ultimately download applications and services because they believe they are somehow useful and relevant. Further, he says it's important to remember that not all Web-based apps and services are inherently bad. In fact, some can be beneficial if properly used.

"When users introduce new apps and services into the corporate network, this 'consumerization' of corporate IT should be viewed not as a threat per se, but rather as an opportunity to prove that your IT group is capable of managing and supporting all IT services that have clear value," Imeish says. "In fact, some of these services can even offload work from your group. If users are given clear direction as to what risks and benefits are associated with using these third-party applications, then a beneficial integration is possible."

What To Do

After developing a policy that effectively identifies allowed and disallowed applications, as well as the penalties for using disallowed applications, IT organizations face the task of enforcing the policy. Astaro's (www.astaro.com) Jack Daniel, CISSP and vice president of marketing, says that Web content filtering can restrict accenss to inappropriate downloads, and desktop lockdown utilities can prevent the installation of unauthorized programs.

"Reporting and log analysis from content filters, firewalls, and proxies can help identify blocked and allowed downloads. Reports from host inventory and system monitoring tools can be used to identify installed applications for comparison to approved lists," Daniel says.

However, although technology can be highly useful in monitoring compliance and enforcing policies, Daniel warns that technology cannot replace the role of management in guiding the behavior of employees. Written policies with explicit penalties for violation should form the foundation of enforcement, and the policies must be enforced consistently and uniformly through the company, he says.

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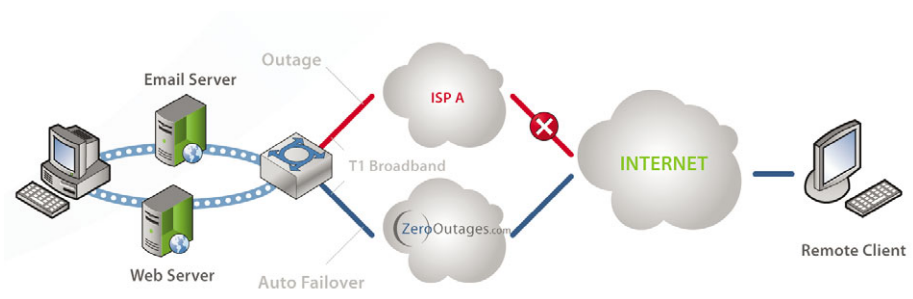
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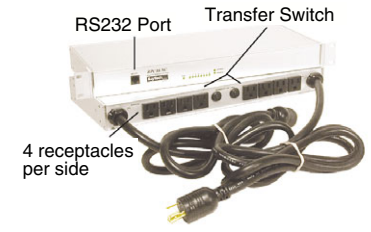
8 Receptacle Power Control and Monitoring

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen displays power monitoring information
- RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles

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PHYSICAL INFRASTRUCTURE



RPC 18

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PHYSICAL INFRASTRUCTURE



RPC 22

24 Receptacle Remote Power Monitoring & Distribution

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- LCD Screen Display
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Product Releases

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Clients

CA Clarity PPM On Demand

CA unveiled its SaaS delivery option for its enterprise-class CA Clarity Project and Portfolio Manager. CA Clarity PPM On Demand can be implemented immediately, allowing users to take advantage of the full functionality of CA Clarity PPM. The solution reduces up-front costs and speeds up the time it takes to see a return from an enterprise-class PPM. The offering also lets organizations redirect IT resources once devoted to deployment and rely on CA's secure hosting facilities for additional security.



Lexmark X658 Multifunction Printers

Lexmark has released the new X658 family of monochrome laser multifunction printers, which are targeted at users and office segments with A4 letter-size (8.5 x 11 inches) needs. Models within the family include the X658de, X658dme, X658dfe, X658dte, X658dtme, and X658dtfe. Lexmark says the printers deliver up to 55 prints, copies, or scans per minute. Other features available within various models include a StapleSmart II finisher capability for automatic stapling, a 2,300-sheet input capacity, an 80GB hard drive, and the use of Lexmark's e-Task color touchscreen. Pricing starts at $3,799.

OKI Data Americas PrintSuperVision Suite

OKI Data Americas has announced the PrintSuperVision suite, a software package designed to deliver more efficient remote management of print and copy devices, in order to meet the unique needs of businesses. The software is available in a Professional Edition and an Enterprise Edition. PrintSuperVision Professional includes a small business option tailored for small business users, while PrintSuperVision Enterprise is targeted at companies with large IT staffs and thousands of devices to support. Both editions can be used with all network-configured devices from OKI Printing Solutions, as well as with compatible devices from other vendors. The PrintSuperVision Professional Edition is available free as a download at www.okiprinting solutions.com/printsupervision; PrintSuperVision Enterprise Edition is available through OKI Printing Solutions representatives.

Supermicro C7X58 Motherboard, SuperWorkStation 5036T-TB & SuperServer

Supermicro has launched a line of energy-efficient platforms, which includes the C7X58 motherboard, the SuperWorkstation 5036T-TB, and the single-socket SuperServer platforms. The C7X58 motherboard includes support for Nvidia SLI and ATI CrossFireX technologies, support for up to 24GB of DDR3 RAM, and dual GbE ports. The 5036T-TB, meanwhile, uses the company's X8SAX motherboard and includes a 465W PSU, two 64-bit PCI-X slots, and four hot-swappable drive bays. Supermicro is simultaneously releasing six single-socket SuperServer platforms, based on its new X8STE and X8STi motherboard series.

Messaging & Telephony

CEMAPHORE SYSTEMS™

Cemaphore Systems MailShadowX

Cemaphore Systems has announced MailShadowX, an email management and protection solution made for Exchange Online. MailShadowX synchronizes email, calendars, contacts, tasks, and notes between Microsoft Exchange servers and Microsoft's Exchange Online Service. MailShadowX features real-time synchronization, along with continuous protection and instant recovery. MailShadowX can also sync between Exchange Online and Google Apps.

Clearswift EXCHANGEmanager

Clearswift has announced EXCHANGEmanager, a new version of its policy enforcement and content inspection tool for internal email. Version 5.3 makes it easy for organizations to apply consistent data loss prevention policies across internal email. EXCHANGEmanager integrates with Clearswift's MIMEsweeper for SMTP to analyze email passing through a Microsoft Exchange Server 2003/2007 environment. The new interface includes compatibility changes for .NET-based SMTP services. Other features include the ability to enforce appropriate email interactions and secure all email payloads, as well as protection from attempted malicious data leakage.

Evangelyze Communications & Quintum SmartVoIP

Evangelyze Communications, in collaboration with Quintum, has announced the release of SmartVoIP, its new communications solution. SmartVoIP integrates Microsoft Office Communications Server 2007 and Microsoft Exchange Server 2007 for use in enterprise organizations that use Microsoft Response Point, which is an IP phone system for small businesses. The pairing eliminates long-distance phone charges between branch and remote offices. The SmartVoIP solution is available as part of a new package from Evangelyze Communications called SmartUC, which includes chat and Web-conference scheduling solutions for Office Communications Server 2007.

Novell GroupWise 8

Novell released GroupWise 8, a flexible cross-platform email and calendaring solution. GroupWise 8 is designed to offer a lower cost of ownership and supports Linux, Windows, and Mac platforms. Enhancements to version 8 include a boost

Go to Page 16

Storage



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Servers



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- **SigmaBlade 120Bb-m6** is a dual-slot, high-capacity blade with 96GB memory and six SAS 2.5-inch hard disk drives.

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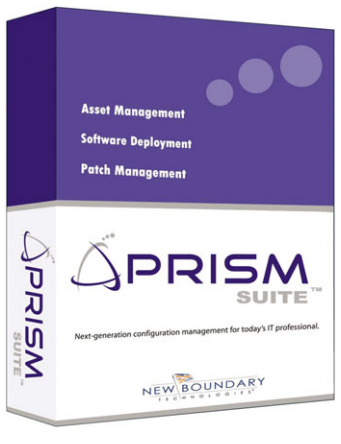
November 7, 2008

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Every Windows administrator is looking for new ways to make Windows configuration more manageable and efficient. All too often, however, the tools and programs designed to simplify the Windows configuration process only add complexity and headaches.

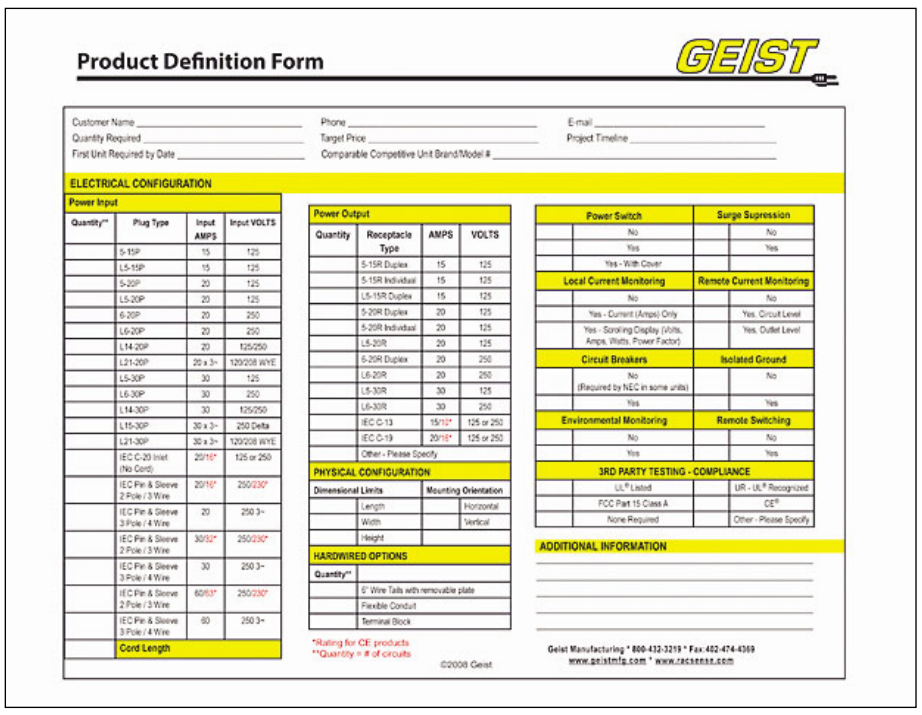
New Boundary Technologies' Prism Suite 9.0 helps reduce the complications associated with Windows configuration. New Windows configuration management features allow for secure, Internet-based administration of mobile workforces and remote locations, resulting in better functionality and performance. In addition, Prism Suite 9.0 has been designed to spread out the deployment of software and configuration responsibilities to enhance performance and conserve bandwidth.

Prism Suite 9.0 also offers a client/server architecture and modular design to automate and simplify processes inside IT departments or via a managed service provider or software as a service models.

Corporate IT departments will benefit from the inclusion of effective, dependable packaging of 64-bit software programs, allowing large, 64-bit software programs to be deployed faster. Prism Suite 9.0 also includes added support for WMI (Windows Management Instrumentation), so Windows administrators can be more accommodating when grouping systems for management tasks.

PHYSICAL INFRASTRUCTURE

NOVEMBER 7, 2008



Geist power management products include 15- to 120-amp PDUs and other power-related products that can be customized to fit your specific needs using the Product Definition Form pictured above.

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Unlimited Options

Geist offers more than 1,000 model numbers made up of numerous product configurations and options. The Product Wizard at www.geistmfg.com can help identify the model that meets your specs. However, if a standard unit does not fit your application, don't settle.

Geist specializes in 15- to 120-amp PDUs, including single-phase, three-phase, IEC, and NEMA configurations. Your plug type choices include straight-blade, twist-lock, California style, or a pin-and-sleeve connector. You may also design your device to incorporate environmental, current, circuit, and outlet-level monitoring with local and/or remote display options. From multiple circuits and cord length to receptacle type and quantity, Geist puts your needs first.

The Customization Process

Calls to Geist are answered by a live person. Without delay, you are directed to your personal customer service representative, and the person you speak to today is the same person that you will work with every time you call. Your CSR will walk you through our Product Definition Form and submit your configuration for quote. Typically you will receive your custom project quote from Geist before other competitors can even agree on the product definition.

Design for success. Geist's in-house engineering department includes a group of mechanical, electrical, board layout, and software specialists whose sole responsibility is to design custom products. From concept to prototype delivery, this team reduces your custom development time from months to weeks.

Custom is just part of the regular flow. Whether the project is standard or custom, all Geist products are built to order and made in the United States. Versatile work centers and highly trained personnel give manufacturing the ability to react immediately to any customization project, without affecting the regular production routine. Geist utilizes lean manufacturing to evolve from a mind set of mass production to one of mass customization.

Quality assured. Geist uses a one-piece flow and in-process quality inspection to guarantee that every unit is examined for functionality and visual defects prior to packaging.

Whether building a standard or custom product, this superior level of quality and reliability comes with every unit we make.

Geist operates a state-of-the-art testing lab, supervised by an in-house conformance engineer. By having this facility within Geist, we are able to quickly ensure regulatory compliance for all of our products, including customized ones.

Continuous improvement. Geist recently launched a new metal works division. This new operation includes fabricating and powder-coating equipment, enabling Geist to streamline chassis production as an internal function. The new metal works capabilities will further enhance Geist's rapid production response by minimizing restrictions due to suppliers' schedules.

Geist has established a 60-year reputation for providing personalized customer service, hassle-free product design, and fast-turn production for power and monitoring solutions.

GEIST

Product Releases

Continued from Page 15

in personal productivity, a customizable dashboard, and support for Web 2.0 applications. Other new features include an interactive home view, support for hundreds of handheld devices, an enhanced calendar, robust contact management, threaded discussions, and intuitive task management.

NETWORKING & VPN

alacritech

■ Alacritech SEN3001EF & SEN3001ET

Alacritech has announced 10Gbps Ethernet scalable network accelerators for PCI-Express, priced at $1,299 and up. The SEN3001EF is a fiber SNA (scalable network accelerator), and the SEN-3001ET is for copper connections. Both include Dynamic TOE and support for stateless offload through their NICs. Virtualization support is forthcoming in the form of Dynamic TOE for Hyper-V, and the 10GbE SNA will also support VMware ESX, including NetQueue. Both products begin shipping next year.

■ AVIcode .NET Management Pack For System Center Operations Manager 2007

AVIcode has released improvements to its .NET Management Pack for System Center Operations Manager 2007. The latest version incorporates performance-counter, baseline, and business-transaction monitoring to broaden AVIcode's application-availability monitoring capabilities, making them true application-health monitoring capabilities. Companies can generate and monitor custom KPIs (key performance indicators), such as the state of individual business transactions, with AVIcode's .NET Management Pack. Additionally, the .NET Management Pack can collect information across numerous computers and various application instances so that KPIs and business transactions are more transparent.

■ Beta Systems Beta Agilizer 4DataProcessing

Beta Systems has announced the new A4DP (Agilizer 4DataProcessing), which is designed to help companies integrate their data center software applications into business processes. With Beta A4DP, users can collect data from different sources through parallel queries. Legacy applications that were previously quarantined can be incorporated into better processing solutions. Additionally, SOA platforms form the basis for integrating DC applications into business processes, and A4DP provides the technology necessary for linking and flexibly incorporating a wide range of applications through Web services.

ca™

■ CA Identity & Access Management & Manage Infrastructure

CA announced two new enterprise IT management business service integrations that will assist users in reducing errors in manual processes, lower costs through automation, and cut risks through the use of CA Services best practices. The two offerings, Identity and Access Management as an Automated Service, and Manage Infrastructure as an IT Service, are based on ITIL (IT Infrastructure Library), COBIT (Control Objectives for Information and Related Technology), and ISO (International Organization for Standardization) principles. Identity and Access Management is designed to enable organizations to automate identity and access management processes and integrate them into an overall IT service management framework. Manage Infrastructure is designed to help users actively manage IT services and infrastructure and improve change, configuration, incident, and problem management processes.

■ CA Enterprise IT Management Solutions

CA launched its suite of EITM (Enterprise IT Management) solutions that leverages virtualization to improve IT agility, service quality, and efficiency and also mitigates IT and business risk. The latest CA EITM solutions let users effectively manage virtualization, provision and monitor resources in the cloud, accelerate and automate virtualized data center provisioning, employ change management for dynamic virtualized environments, dynamically extend workload automation to virtualized environments, assure application performance and availability, avoid human configuration errors, enforce high availability, maintain business continuity, and improve disaster recovery.

entuity

■ Entuity Eye Of The Storm 2009

Entuity released Eye of the Storm 2009, the latest version of its network management suite. EYE 2009 provides a Web-based interface with graphics and interactive visuals that allow administrators and staff to turn business-oriented data into actionable reports. EYE 2009 includes new modules and core product enhancements that allow business end users to achieve peak efficiency from IT services and maximize return on investments. IT administrators can stream network intelligence in real time through Web browsers and proactively avoid network support issues that may otherwise go unnoticed with oversimplified management tools or complex framework solutions. EYE 2009 includes an MPLS Module that provides detailed and real-time configuration, utilization, and performance data at the LDP, LSR, and VPN tiers. Configurable operational thresholds alert IT staff to potentially detrimental changes.

FLUKE networks

■ Fluke Networks MetroScope

Fluke Networks has announced new capabilities for its MetroScope carrier Ethernet analyzer, including VoIP phone functionality designed to offer service providers the ability to get real-time results from actual VoIP calls made over a carrier Ethernet line to improve troubleshooting efficiency. By measuring the quality of the call on MOS or R-Factor scales (or both), technicians get increased visibility into the carrier Ethernet line's performance with the ability to instantly see quantifiable diagnostics on the portable MetroScope analyzer. The MetroScope also now features an updated ProVision test suite.

■ Opalis Software Business Process Centric IT Initiative

Opalis Software has released the next generation of process automation analytics, the BPC IT (Business Process Centric IT) initiative. These devices are designed to help enterprise IT organizations obtain shared visibility into IT process performance, systems, and services with business partners. The BPC IT initiative unites business process metrics and KPIs (key performance indicators) with IT process automation and brings the business process metrics

Product Releases

into a single view so businesses can monitor process performance throughout IT systems and services, visualize real-time activity across heterogeneous systems and vendors, and improve compliance with business process KPIs, SLAs (service-level agreements), and IT policies.

■ Oracle Site Hub

Oracle has announced its new data management solution, Oracle Site Hub, which helps organizations enhance operational efficiency. Site Hub offers mastering, consolidating, cleansing, governing, and sharing of site-specific information throughout the entire life cycle of an organizational location. Site Hub features an unlimited number of predefined and user-defined attributes and a mapping feature that lets organizations view their sites in Google Maps. Site Hub also comes preintegrated with standard Oracle products such as Oracle Property Manager, Oracle Enterprise Asset Management, and Oracle Inventory Management.

■ QLogic 12000 Series

QLogic has announced its new QLogic 12000 Series of 40Gb QDR (quad data rate) InfiniBand switches. The new switches are based on QLogic's TrueScale switch ASIC platform. The new switches feature scalable ports for rack mounts, from 18 to 864 ports; a 51.8Tbps aggregate bandwidth; low power usage at 7.8W per port; 10Gb Ethernet and 8Gb Fibre Channel capabilities; and an easy, wizard-based installation with automated discovery, configuration, and self-monitoring.

■ SoftLayer Server Offerings With Parallels Virtuozzo Containers

SoftLayer is adding Parallels Virtuozzo Containers as part of its dedicated server offerings. Parallels Virtuozzo Containers is an OS virtualization solution that works on a single physical server and single OS installation, and it enables users to run workloads in multiple, simultaneously running execution environments called containers. By incorporating Parallels Virtuozzo Containers into its dedicated server offering, SoftLayer enables hosting providers to take advantage of the benefits of virtualization, reducing the total cost of ownership resulting from server consolidation and the virtualization of the entire data center. The combination of SoftLayer technology and Parallels Virtuozzo Containers allows hosting resellers to focus on sales and customer support without the worry of managing colocation space, power, cooling, and hardware support.

Physical Infrastructure

■ Eaton Energy Management System Upgrade Kit

Eaton has released the Eaton Energy Management System Upgrade Kit for branch-circuit monitoring of power distribution equipment. Power conditions can be monitored on individual breakers, breaker panels, or at the equipment level. The EMS Upgrade Kit unifies multivendor power management and is designed to streamline power dispersal and adjust internal energy costs. Other features include Power Xpert Gateway Card for LAN remote monitoring; parameter tracking and recording; and real-time information analysis, such as troubleshooting, billing, and energy planning.

Security

■ Aladdin eSafe Version 7.0 With Secure Web Gateway

Aladdin Knowledge Systems has released Aladdin eSafe Version 7.0. with Secure Web Gateway, an organizational tool offering real-time asset protection. It prevents the onslaught of threats such as malware, Trojans, viruses, spam, and spyware. Role-based administration integrates unified management capabilities, including multiple-machine monitoring, full enterprise deployment, and customized application views. eSafe 7.0 also offers VMware support for simplified enterprise integration. The eSafe AppliFilter enforces the control of user, group, PC, and VLAN.

■ CA & PricewaterhouseCoopers GRC Solution

CA and PricewaterhouseCoopers announced a GRC (governance, risk, and compliance) offering to help organizations remain in compliance with critical industry, governmental, or IT regulations and standards. PwC's GRC professionals assist users in developing an integrated GRC lifecycle framework, while CA's GRC Manager lets users implement the risk and compliance program. Benefits of the joint offering are dashboard views that show users real-time compliance status; a centralized repository that maps controls to risks, policies, and regulations; streamlined GRC operational processes; and centralized test results and policy documentation.

■ Check Point UTM-1 Edge Embedded NGX 8.0

Check Point Software Technologies has released a firmware upgrade for the UTM-1 Edge appliance. The new Embedded NGX 8.0 operating environment now provides better spam-blocking with antiphishing and a low false-positive rate. Also on tap is an integrated EAP authenticator for 802.1x and WPA Enterprise access management sans a RADIUS server, plus a host of other new features.

■ DNF Security JetX Portable Surveillance Systems

DNF Security has announced the JetX Portable series of all-in-one surveillance systems for mobile, offsite monitoring and recording. Features of the three systems include one to three built-in LCDs, field-tested systems designed to work even in extreme conditions, and rugged construction. The JetX systems have an open-platform design for enhanced performance and compatibility. Other features include up to 3TB of storage, support for up to 32 analog and eight IP cameras, high-resolution displays, and integrated keyboards and touchpads.

■ SpamTitan API 4.14

SpamTitan released SpamTitan API 4.14, which allows greater support of its ISP customer base by offering remote management. With the updated software, ISPs who use SpamTitan will be able to manage a large number of domains by configuring their programming interface via SpamTitan's API without needing to go through a user interface. Additionally, ISPs will have the opportunity to hook the addition of domains directly into the SpamTitan API and automate the signing up of new clients to their mail-filtering service. The new API also lets users automatically receive spam engine patches, updates from Kaspersky and ClamAV antivirus engines, as well as other minor improvements and bug fixes. SpamTitan's software

Go to Page 18

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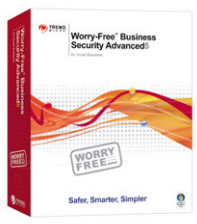
Product Releases

Continued from Page 17

is available in a VMware-certified virtual version and an ISO version.

■ Trend Micro Email Encryption Gateway 5.0

Trend Micro released Email Encryption Gateway 5.0, which is designed to help medium-sized and large enterprises encrypt email communication on the Internet gateway. Trend Micro Email Encryption uses IBE (Identity-Based Encryption) in conjunction with in-the-cloud encryption key management to avoid the legacy burdens of preregistration, key management, and the administration that plagued PKI technology. Trend Micro Email Encryption Gateway integrates with Trend Micro gateway messaging security solutions, such as Trend Micro InterScan Messaging Security Suite 7.0 or InterScan Messaging Security Virtual Appliance 7.0, to provide a comprehensive content security and encryption solution. It also interoperates with solutions from other gateway email security vendors by pro-viding email encryption and decryption services at the Internet gateway. Trend Micro Email Encryption Gateway 5.0 runs on VMware's ESX 3.x and ESXi 3.x environments.



■ Trend Micro Worry-Free Business Security 5.1

Trend Micro released Worry-Free Business Security 5.1. The 5.1 update adds protection for businesses running the latest Windows Essential Server Solutions: Microsoft SBS (Small Business Server) 2008 and Microsoft EBS (Essential Business Server) 2008. Worry-Free Business Security 5.1 is designed for small businesses that require integrated defense and automatic Web threat protection against emerging Web threats with minimal administrative requirements. The software blocks viruses, spyware, spam, and emerging Web threats before they reach a company's network. Worry-Free Business Security 5.1 offers correlated, up-to-the-minute threat intelligence from the Trend Micro Smart Protection Network. Worry-Free Business Security 5.1 allows businesses with limited IT resources to secure their latest Windows EBS 2008 or SBS 2008 infrastructure, data, and other IT assets.

■ Unisys Stealth Solution For Network

Unisys has announced the Unisys Stealth Solution for Network, which is designed to streamline the flow of sensitive data in government agencies and enterprises. Commun-ities of interest share a physical or virtual environment with allocated digital workgroup keys that do not allow users to retrieve unassigned communities. Stealth encrypts, splits, and transfers secure data packets for authorized users. The Stealth solution is primarily for the U.S. federal government market and to increase effective security communication. This solution is expected to go live next year.

Servers

■ Dell PowerEdge Servers

Dell has unveiled eight tower, blade, and rack-mount PowerEdge Servers founded on the 45nm Quad-Core AMD Opteron processors designed to cut IT costs and complications. These new processors are available in two- and four-socket Dell PowerEdge servers, including three blade servers (M905, M805, M605), four rack servers (R905, R805, 2970, SC1435), and one tower server (T605). Additionally, Dell's Dual HT link designs got a boost in performance and now provide double the available bandwidth between two processors. PowerEdge servers and blades are also more power-efficient and support third-generation PIN for switching chips.

■ Microsoft Small Business Server 2008 & Essential Business Server 2008

Microsoft introduced the latest versions of its Windows SBS (Small Business Server) 2008 and Windows EBS (Essential Business Server) 2008. The small and mid-sized business-targeted offerings feature enterprise-class server technologies and support for Windows Mobile phones, and they come in Standard and Premium editions. SBS 2008 is designed for companies with up to 75 users or PCs. EBS 2008 is designed for enterprises with up to 300 users or PCs. Both offerings have the backing of independent software vendors for applications such as backup and recovery, security, business management, systems management, and line-of-business. SBS 2008 and EBS 2008 will also run any application certified on Windows Server 2008.

Storage

■ Adaptec Intelligent Power Management

Adaptec was scheduled to demonstrate for the first time in mid-November its new Intelligent Power Management product, aimed at high-performance storage environments. The power management system will be offered standard on all the company's Series 5 and Series 2 RAID controllers. Adaptec planned to demonstrate an up to 40% savings in storage energy consumption without a hit to performance during a live demo at SC08. Adaptec's Storage Manager software provides Intelligent Power Management support for SATA and SAS drives. Adaptec says Intelligent Power Management is well-suited for media ISPs, bulk email, backup, archive, print, and file-serving chores. The system can operate in Normal (full-power), Standby, and Power-off modes, and users can set blackout periods.



■ ATTO Technology ExpressSAS H608 & ExpressSAS H680

ATTO Technology claims to have shipped the industry's first 6Gbps SAS 2.0/SATA HBAs, namely the ExpressSAS

Physical Infrastructure

November 7, 2008

Keep Equipment Cool

Black Box ClimateCab Series

ClimateCab Series cabinets from Black Box provide a complete self-contained data center without the cabling. You save money by cooling only the cabinet, not an entire room. And the ClimateCab Series products cost a fraction of the price of a custom cooling system and raised floors.

Choose the ClimateCab NEMA 12 Server Cabinet to house servers and just about any other networking equipment in areas where you don't have a cooling infrastructure in place. The cabinet comes ready to accept up to an 8,500BTU (2.5kw) ClimateCab Air Conditioning Unit. The sealed system provides closed-loop cooling to keep clean, cool air inside the cabinet. Because both the cabinet and the AC unit are sealed, your delicate components are kept safe from humidity, dust, and other contaminants. The server cabinet's fully welded, 12-gauge steel frame holds up to 1,500 pounds.

Use the ClimateCab NEMA 12 Wallmount Cabinet when you need to install a small amount of rackmount equipment in less-than-ideal environments or in areas without existing cooling infrastructure. The wallmount cabinet is available with an integral 800BTU air-conditioning unit or with a cooling fan. The cabinet is fully sealed for protection against dust and dirt, as well as falling debris and dripping water.



The BLACK BOX® ClimateCab series provides a controlled environment to house your network equipment at a fraction of the price of a custom cooling system and raised floors.

ClimateCab NEMA 12 Server Cabinet with M6 Rails (RM5000A): $2,499.95

ClimateCab Air-Conditioning Units, 6,000BTU (RMAC6000): $1,999.95

ClimateCab NEMA 12 Wallmount Cabinet with Air-Conditioning, Double-Hinged (RMW5110AC): $2,795.95

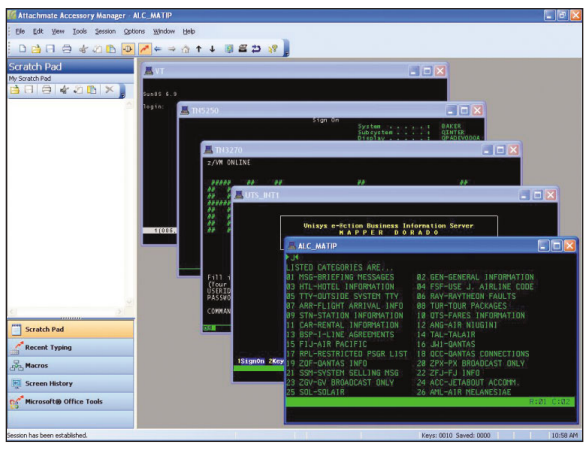
(888) 225-6921

www.blackbox.com/go/ClimCab

BLACK BOX NETWORK SERVICES

Networking & VPN

November 7, 2008



Attachmate INFOConnect Enterprise Edition 9.0 is a host access mainframe package designed to provide Unisys mainframe users with secure, streamlined multihost access; reduced costs; and enhanced productivity.

(800) 872-2829

www.attachmate.com

Extending The Value Of Mainframe Applications

Attachmate INFOConnect Enterprise Edition 9.0

To give companies a host access mainframe package for those using Unisys mainframes, Attachmate has unveiled INFOConnect Enterprise Edition 9.0. This latest version is designed to help companies extend the value of mainframe applications, boost end-user productivity, and reduce costs. It boasts the Microsoft Windows Vista certification and enhanced security features, all designed to deliver secure, productivity-focused multihost emulation.

By improving information flow, enhancing user productivity, and lowering total cost of ownership, INFOConnect is designed to streamline multihost access in a single application, increasing efficiency and providing modernization of existing mainframe applications right out of the box.

INFOConnect Enterprise Edition 9.0 includes FDCC (Federal Desktop Core Configuration) compliance, FIPS validation, support for IPv4 and IPv6, and DoD PKI standards support.

Vista certification lets IT managers support desktop technology changes while leveraging their preferred platforms. The FIPS validation includes Reflection Secure FTP Client and SSL support to give companies an encrypted, secure FTP solution. IPv6 and IPv4 support enables INFOConnect Enterprise Edition 9.0 to connect to the mainframe on the network even as Internet standards continue to morph. DoD PKI is the highest level of government security, ensuring that companies using INFOConnect Enterprise Edition 9.0 will be safe and secure.

attachmate

Product Releases

H608 (internal ports) and H680 (external ports). The low-profile, x8 PCI-Express 2.0 cards offer up to 8GBps of bandwidth in full-duplex mode, so they won't be bottlenecks as SAS SSDs ramp up in the data center. The cards use PMC-Sierra's PM8001 Tachyon SPC controller and are backward-compatible with 3Gbps SATA and SAS drives.

■ EMC Data Protection Advisor, NetWorker, Avamar & RecoverPoint

EMC has released the latest updates for data protection, including backup for Microsoft and VMware virtualization, data replication, data growth adjustments, and operations cost assessments. The four new product offerings are: Data Protection Advisor, NetWorker, Avamar, and RecoverPoint. The EMC Data Protection Advisor offers comprehensive infrastructure capabilities involving reporting, alerting, and monitoring. EMC's Network is enhancing backup management for VMware VMotion, Microsoft Hyper-V environments, Exchange, and other platforms. The EMC Avamar functions as a data deduplication manager for administrators. Through RecoverPoint's replication, enterprises can have continuous data protection on remote configurations.

■ Fujitsu MBD2 RC & MBE2 RC

Fujitsu has released the MBD2 RC and MBE2 RC, two new enterprise-class series SAS hard drives in 2.5-inch platters and performing at 6Gbps rates and 10K and 15K speeds, respectively. The company uses PMR (perpendicular magnetic recording) technology to double the drives' capacites from models in a previous generation while offering what Fujitsu calls "best-in-class" power consumption features at the same time. The MBD2 RC uses 3.4 watts while idle, Fujitsu claims, while the MBE2 RC draws 4.1 watts idle. The 10K MBD2 RC is available in up to 300GB sizes. The 15K MBE2 RC is available in up to 147GB sizes.

■ HP Virtual Connect Flex-10 Ethernet Module & ProLiant DL385 G5p

HP has announced the Virtual Connect Flex-10 Ethernet Module, a direct connect storage bundle for HP BladeSystem designed to save 240 watts of power per HP BladeSystem enclosure. The device can allocate the bandwidth of a 10Gb Ethernet network port across four NIC connections, eliminating the need for extra networking equipment. HP also announced the ProLiant DL385 G5p virtualization blade server, a device offering up to 6TB of internal storage and twice the memory of previous generations.

■ RAID X2-IB

The X2-IB from RAID is a new Infiniband storage system using RAID's Layered Storage Model, which is based on OSI. Scalable to more than 1,500 Fibre Channel drives and up to 128GB of cache, the system provides sustained reads and writes between 80 and 160GBps, the company says. Other X2-IB features include power conservation, self-healing, and data integrity assurance.

■ Seagate Maxtor Central Axis Business Edition

Seagate has released Maxtor Central Axis Business Edition, a dual-drive network storage server it says is designed to meet the future business-continuity demands and storage needs of small businesses. The server includes two 1TB drives in a RAID 1 configuration, with 1TB of storage completely protected. Other features include two open USB ports, automatic backup for up to 20 networked systems, data protection, and secure remote access to data from a Web browser. Central Axis Business Edition is compatible with Windows XP and Vista and Mac OS X systems.



■ Spectra Logic BlueScale Management Software Version 10.5

Spectra Logic's BlueScale management software for T-series tape libraries and disk-based nTier backup/archive appliances is now available in version 10.5. Boasting greater backup reliability and simplified operation, BlueScale 10.5 offers a new command line interface and an Auto Drive Cleaning feature. The software also supports Spectra Vision, a Web-accessible video camera mounted inside a library for remote monitoring of physical operation status.

■ Verari Systems DataValet

Verari Systems has unveiled the DataValet clustered storage solution with self-management and self-servicing capabilities. DataValet is available for the BladeRack 2 X-Series platform and the FOREST storage solutions. DataValet's scale-out architecture supports applications including email archiving, records compliance, Web 2.0, and video surveillance. Running on third-generation CAS (content addressed storage) from Caringo, DataValet offers automated provisioning, load-balancing, and lifecycle compliance.

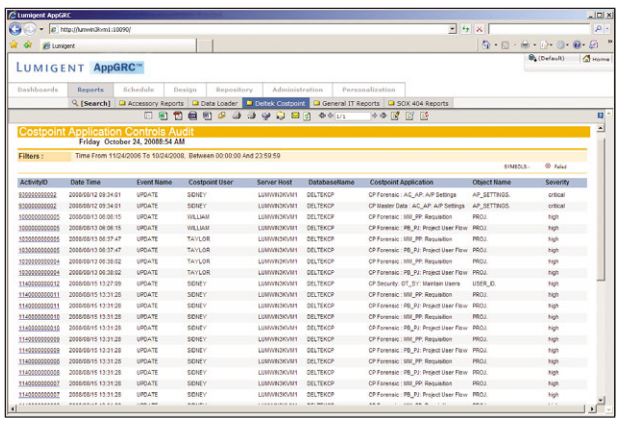
Do you have a new product that data center/IT managers would be interested in learning about?

Send your press release or related product information to press@processor.com.



Networking & VPN

November 7, 2008



The Lumigent AppGRC suite helps companies drive down compliance costs while improving governance-driven productivity and profitability.

Prices range from $42,000 to $360,000, depending on complexity of monitored application and size of the customer

(866) 586-4436

www.lumigent.com

Drive Down Costs, Drive Up Productivity & Profitability

Lumigent AppGRC

Meeting GRC (governance, risk, and compliance) requirements for primary business applications is important for companies. Lumigent's AppGRC suite of applications is designed to help companies drive down compliance costs while improving governance-driven productivity and profitability.

Elements of the suite include AppGRC for Deltek Costpoint and AppGRC for PeopleSoft Financials, with more applications to follow. Using automated data baselining and continuous monitoring of data fields at the database layer and their controls, the applications are designed to strengthen the integrity of critical business operations and reporting for applications that use IBM DB2, Microsoft SQL Server, Oracle, or Sybase databases. The suite enables customers to watch data, identifying the who, what, when, and before/after values. When a change exceeds AppGRC's set values, AppGRC issues the company an alert.

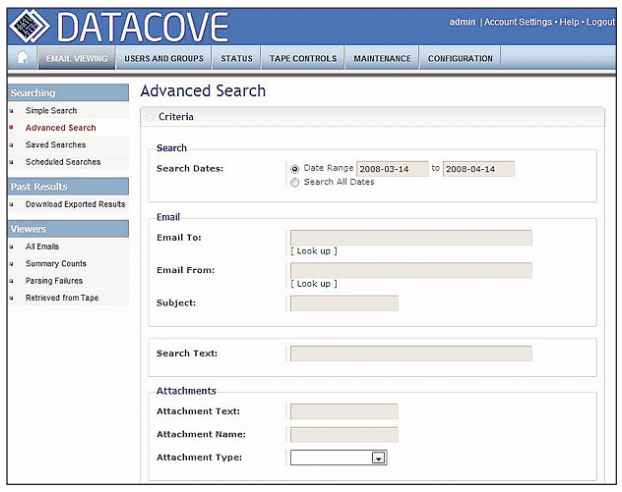
AppGRC is designed to save companies thousands of hours of controls tests by using reports and templates to help companies pass audits. The approach includes discovery, control, and application data and process visibility. AppGRC discovers where sensitive data is stored and how it correlates to processes and applications, and then assesses internal control objectives and how they're being met.

AppGRC monitors operations to reduce the need for evaluations and collects details about data changes. If anything is outside set policies, AppGRC compiles and delivers the results to confirm or deny the effectiveness. AppGRC's full compliance view identifies all data and its controls that have not changed over time, while identifying all data and controls that have changed, with before and after images to minimize audit preparation and simplify presentation.

LUMIGENT

Messaging & Telephony

October 31, 2008



Tangent's DataCove Hosted email archival service captures, indexes, and encrypts all email, attachments, and digital faxes and stores them in a centralized repository for long-term archival.

(650) 342-9388 ext. 2136

www.DataCove.net

Capture & Index All Email & Attachments

Tangent DataCove Hosted Service

Because of recent regulations such as Sarbanes-Oxley, HIPAA, and federal and state e-discovery rules for civil procedures, enterprises need to be able to store, search, and retrieve emails for as long as seven years. Secure storage and quick retrieval are essential.

The hosted version of Tangent's DataCove email archival solution solves the problem by capturing and indexing all email, attached files, PST, and digital faxes. The ESI (electronically stored information) is sent to a central repository located at the Tangent facilities. The repository is equipped with fault-tolerant, redundant, and secure servers to ensure uninterrupted service.

DataCove SaaS email archiving offers a fully searchable database with intuitive menus for easy use and retrieval. Like DataCove's appliance, the hosted service archives email from email servers such as Microsoft Exchange, Lotus Notes, Novell GroupWise, Sendmail, Imail, and all standard message transfer agents utilizing POP3, IMAP, and SMTP protocols.

Features include:

- Email archival compliance
- Management and access via Web-based GUI and Outlook connector
- Message indexing and storage, with redundant disk and media archiving for long-term storage
- Advanced, Web-based, and scheduled search options
- Reliable, long-term storage including automatic archive to AIT WORM tape
- Advanced encryption technology
- 256-bit AES encryption

DATACOVE

PHYSICAL INFRASTRUCTURE OCTOBER 31, 2008

Enclosed Server Rack For Noise Reduction

GizMac XRackPro2

Noise from computer equipment is on the rise. As the manufacturers of computer equipment try to squeeze more computing power into less space, heat increases, while fan size often shrinks. With more heat and smaller fans, computer equipment becomes louder and more irritating from the faster spinning, high-pitched fans.

GizMac XRackPro2 is the solution for noise produced from rackmount equipment. The XRackPro2 enclosed server rack can reduce computer equipment noise up to 80%. Based on an industry-standard four-post rack and a deep rail-to-rail distance, the XRackPro2 can accommodate most types of rackmount equipment and will help create a more productive workplace by removing distracting noise.

Loud rackmount computer servers, RAID systems, switches, and other equipment become much quieter inside the XRackPro2. This acoustically engineered rack uses multiple sound reduction methods to reduce the noise levels. The significant reduction in noise of the equipment inside the XRackPro2 allows people to work near loud computer systems without distraction.

In addition to reducing noise, the XRackPro2 filters the incoming air, provides key-lockable doors, and allows for mobility. Air filters, locking doors, and wheel options are available on all models. These additional features provide benefits that make the XRackPro2 an even greater value in the fight to reduce computer equipment noise.



GizMac XRackPro2 rackmount cabinets reduce noise and are ideal for Apple, Linux, SGI, Sun, Windows, and other PC servers.

Starts at $599.99

(800) 475-1677

www.XRackPro.com

XRackPro By GizMac

STORAGE OCTOBER 24, 2008



The Dynamic Solutions DSI9000 v.2 family of virtual tape libraries can support up to 64,000 virtual tape volumes in a single node.

Start at $20,000 for one entry-level DSI9152

(303) 754-2000

www.dynamicsolutions.com

dsi dynamic solutions international

Backup & Recovery At Disk Drive Speed

Dynamic Solutions DSI9000 v.2 VTL Family

Having a disaster recovery plan is a must for any company. Data is precious, and it can't always be replaced if lost. Dynamic Solutions offers a cost-effective option for enterprises with version 2 of the DSI9000 family of VTLs (virtual tape libraries).

The DSI9000 v.2 VTLs are designed to reduce the need for tape for backups and to speed up the backup and recovery process. The family of VTLs supports end-to-end high-speed connections and multistreaming, multisession backups and connects to many different backup servers and mainframes.

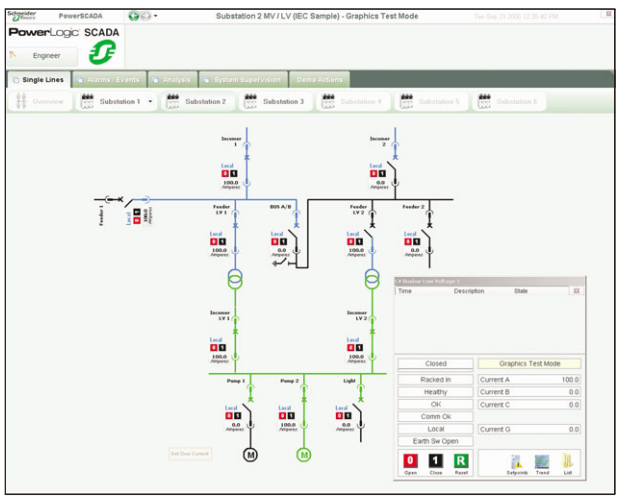
These powerful features create a secure, streamlined backup process.

Unisys MCP and OS2200 environments are supported, and DSI has its own host-based software for tape and library management for MCP. The DSI9000s support up to 64,000 virtual tape volumes in a single node and use ANSI Fibre Channel (4Gb) to attach to mainframes and open systems. They can connect to Unisys MCPvm, MCP, and OS2200 platforms as well as OpenVMS, Unix, Linux, and Wintel open systems. They also support high-availability pairs with failover capability.

Other features of the DSI9000 v.2 VTLs include data replication at a single node or across an enterprise and certification with leading backup applications and tape libraries. Plus, the VTLs can be customized for individual applications.

The DSI9000 v.2 VTL family is the third generation of virtual tape solutions by DSI and continues the company's goal of offering innovative and competitive storage solutions for data backup and recovery.

PHYSICAL INFRASTRUCTURE OCTOBER 31, 2008



Square D PowerLogic SCADA software offers real-time monitoring and control of electrical distribution systems.

(866) 466-7627

www.powerlogic.com

Software For Power Monitoring & Control Systems

Square D® PowerLogic® SCADA Software

If your enterprise requires real-time monitoring and control of its electrical distribution system, including fast response times and high reliability through redundancy, consider Square D PowerLogic SCADA software version 7.1 from Schneider Electric, a global power and control specialist.

PowerLogic SCADA 7.1 is powered by Citect SCADA (Supervisory Control And Data Acquisition) technology but has been specifically designed for electrical power system applications. The PowerLogic SCADA solution includes a graphical user interface, enhanced alarm management, one-second response times for control operation and status, transparent redundancy, and reliable communications through hardware components and network topology. The system also features SER (sequence of events recor-der) logs with time stamps of 1ms resolution.

PowerLogic SCADA 7.1 software includes a Web-based client for remote viewing capability. The graphical user interface consists of animated objects that change according to status information. The flexible graphics editor includes both ANSI and IEC electrical symbols to facilitate easy one-line diagram creation. Real-time and historical trending is also supported.

Intended for customers with critical applications such as data centers, hospitals, and continuous process plants, the PowerLogic SCADA system enables higher efficiency for operators in normal or critical situations by providing instant data intelligence for power distribution.

Schneider Electric

STORAGE OCTOBER 24, 2008



Open-E Data Storage Server is a highly flexible storage management software solution that offers unified file and block (NAS or SAN) support

(781) 481-9399

www.open-e.com

NAS & iSCSI Functionality In A Single Operating System

Open-E Data Storage Server

Open-E DSS (Data Storage Server) is a unified file and block storage management solution that offers both NAS and iSCSI (target and initiator) functionality in a single operating system. Capabilities include remote mirroring for disaster recovery; automatic failover for high-availability clusters; WORM (write once read many) support for digital archiving; and NDMP (Network Data Management Protocol) support for universal backup.

Open-E DSS offers enterprise-class functionality and reliability, enhanced manageability, and increased productivity for applications such as file sharing, storage consolidation, backup and recovery, virtualization, and disaster recovery.

Open-E DSS is built on Open-E's NAS/SAN software technology, which is noted for its performance, superior security, robust operation, and ease of use.

With Open-E DSS, users can cost-effectively and quickly add storage to an existing network, consolidate storage and backups for multiple servers, centralize storage management with optimal performance and data protection, and improve data availability and efficiency. Additionally, Open-E DSS is a full, independent OS and does not require the installation of Linux, Windows, or any other OS and can be up and running in minutes.

Enhanced features include automatic failover, enabling the Open-E DSS server to switch from a primary storage server to a secondary one if the primary server fails or to simplify scheduled maintenance. Open-E DSS provides all these features at a fraction of the cost of alternatives.

open-e

OPINIONS
INFO-TECH • INSIGHT

Future "Cloudy" For Both The Economy & IT

The economy is sliding into recession. Budget axes are being sharpened, and complex, expensive IT is a likely target. Yet there is also talk in some quarters about cheap off-the-shelf processing, networks, and an impending shift in technology paradigms.

Sound familiar? I was speaking, of course, about the early 1990s. Were you expecting something else? Maybe something about the cloud, or virtualization, or perhaps both? Well, OK, that too.

I see a lot of similarities between what we called distributed processing back in the early '90s and the hype over cloud computing today. In both cases, there were serious and legitimate questions about the maturity, security, reliability, and scalability of the solutions. The verdict: not ready for prime time (i.e. not ready for the enterprise).

Where did this leave the new approach? There were, of course, enthusiastic evangelists—true believers who were early adopters because they saw it as the next big thing. But more broadly, there were those attracted to the technology out of simple economic necessity. Early adopters were those with little to lose and even less to spend.

JOHN SLOAN

AUTHOR *John Sloan is a senior research analyst at Info-Tech Research Group. He has more than 15 years of experience as a technology writer, as well as experience in corporate communication, Web site development, and electronic publishing. His research interests include electronic publishing and communications (including e-learning), disaster recovery planning, desktop computing, and Web application development platforms. Sloan holds a master's degree in journalism from The University of Western Ontario.*



A Place To Start, Cheap & Small

Looking back to 15 or 16 years ago, there were small companies that, unable to afford enterprise IT, were getting started with a bunch of PCs and PC applications and then adding a rudimentary local-area network and perhaps some super-PCs called network servers for file and printer sharing. Later, these servers would also become a platform for applications.

Similarly, there were departments and project groups within the larger organization that saw similar technology investment as an inexpensive way to get things done. Where central IT was seen as complex, unresponsive, and expensive, distributed processing was cheap, cheerful, and even fun.

But those nagging questions remained. How reliable is the technology? How secure is our information? As it grows, will the total costs be that much less? And what if it works? Can it cost-effectively scale from one-off projects to enterprise core functionality? Will it still be cheap and cheerful when it has to meet enterprise service requirements? These are the same questions asked about the much-hyped "cloud" today.

A Policy Of Constructive Engagement

Of course, distributed processing architecture would eventually become part of the enterprise landscape, and those smaller companies that used it at first out of simple necessity would become major engines of economic growth through the '90s.

Right now, cloud computing is immature and overhyped but should not be ignored. Constructive engagement is the best way to deal with a potentially disruptive technology. My own experience working in a large institution back in the '90s was that central IT was a partner in seeing what x86 architectures could do. Potential rogue "shadow IT" became, instead, a "special project."

In cloud computing projects, IT has a critical role to play in assessing risk and evaluating the results. What is the potential for future projects of bigger scope? What has to happen to make a cloud-based solution work for us? Where else could we apply this kind of solution to reduce overall costs?

In the meantime, enterprise IT needs to continue to transform internal IT infrastructure to a utility model enabled by virtualization. Virtualization vendors are now talking about "internal" or "private" clouds. A lot of this is hitching the marketing wagon to a hot buzzword, but there is some truth to it.

In both a compute cloud and an internal utility infrastructure, applications are provisioned with abstracted processing, memory, and storage resources. Doing IT this way enables a more apples-to-apples comparison of internal IT costs to external cloud-based services. It will also create the potential for "federation," where both internal and external compute resources may be drawn upon to provision applications.

As With The Economy, The Future Is Cloudy

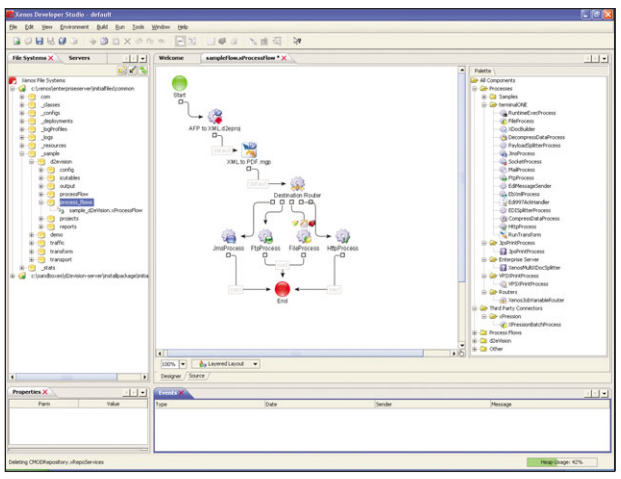
The cloud today, like distributed processing back then, has a lot of growing still to do. There will be growing pains. Expect to hear more horror stories of service failures, but also expect to hear success stories of companies and project groups that achieve enterprise-level successes with consumer electronics store-level spending.

In a worsening economy, where every dollar spent will increasingly be scrutinized, somebody is eventually going to look at one of those success stories, look at current IT expenditures, and ask, "Why can't we do that?"

The best answer is, "We are. Here is what we have achieved so far, and here is what we hope to achieve when the cloud is ready for us." P

Send your comments to infotech@processor.com

NETWORKING & VPN — OCTOBER 24, 2008



Xenos Enterprise Server helps enterprises centralize and streamline information data flows.

$70,000

(905) 709-1020

www.xenos.com

Centralized Management Of Structured & Unstructured Data

Xenos Enterprise Server

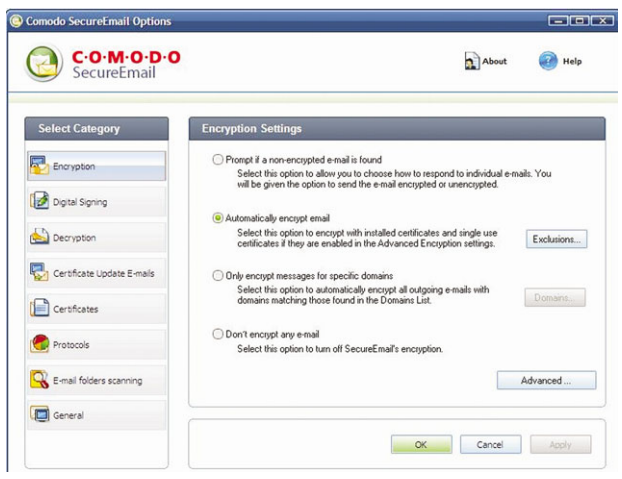
Information flows in and out of businesses every day in high volumes, yet most of it is in incompatible formats. This inconsistency in the way information is received and gathered can inhibit crucial business endeavors such as mergers, acquisitions, and the creation of new information supply chains. Xenos Enterprise Server is an application designed to alleviate this problem by offering a scalable architecture framework so companies can better extract, transform, and repurpose both structured and unstructured data.

Xenos Enterprise Server is a server-based infrastructure solution designed to give complete organizational control over data and document transformation from a central location. The software is designed to be flexible and easily integrates into a company's existing information supply chains. This gives companies better efficiency, enhances business processes, and reduces compliance management risks. Migrating legacy documents and image archives, facilitated by Xenos Enterprise Server, can help reduce license, maintenance, and training and support costs.

The Xenos ES is built on J2EE architecture, which is fault-tolerant and server-based, with the ability to quickly process millions of transactions. Other features of the architecture include job scheduling, load balancing, clustering, monitoring, failover, notification, and error handling. The software is highly scalable and component-based, supporting the extraction, transformation, and repurposing of data in the enterprise, effectively granting companies access to the business-critical content necessary for Content-Enabled Vertical Applications.

xenos

SECURITY — OCTOBER 17, 2008



Comodo SecureEmail uses PKI-based technologies to encrypt and digitally sign outgoing emails, preventing tampering during transmission.

(888) 266-6361

www.comodo.com

Email Security Software Provides "Whole Journey" Encryption

Comodo SecureEmail

Unsecured email messages can potentially be intercepted, read, or edited by anyone along the way. Most of the companies handling email messages are trustworthy, but if one computer on an email's route is compromised, anyone could read the private information within.

To those concerned about email security, Comodo offers its SecureEmail. Comodo SecureEmail employs PKI-based technologies that encrypt and digitally sign outgoing emails, preventing tampering during transmission.

Many enterprises encrypt messages as they leave the corporate perimeter, leaving internal mail vulnerable to malware. Comodo SecureEmail provides whole-journey encryption from sender's mail client to recipient's mail client—the only way to completely secure the exchange. Comodo SecureEmail helps companies comply with HIPAA, Sarbox, GLBA, PCI, and the UK Data Protection Act.

SecureEmail integrates with Microsoft Outlook, Mozilla Thunderbird, and other S/MIME-capable email clients. It includes a wizard to download a free Comodo email certificate, or it may be used with third-party SSL certificates. Comodo SecureEmail automatically generates a unique single-use session certificate to encrypt outgoing emails to recipients whenever an email certificate is not present on the system.

Comodo offers this solution free to encourage the practice of signing and encrypting email communications to protect users from vulnerable email exchanges.

C·O·M·O·D·O
Creating Trust Online™

More Than Just Monitoring

Understanding Optimal Server Utilization

by Sandra Kay Miller

• • •

SERVER SPRAWL HAS BEEN a plague among data centers as enterprises have become increasingly dependent upon electronic environments to support their 24/7 global business models. Because of this explosive growth in server farms and blade centers, the growing complexity, coupled with the increased need for power and cooling, has led data centers to examine their infrastructures as society examines the overall impact of power consumption at a global level.

As part of the "green" movement, many organizations are evaluating their operations and implementing management systems to ensure their infrastructures are operating at optimal levels of efficiency. According to Gartner Research, the realm of IT operations tools is a $10 billion market with more than 200 vendors. Within this spectrum, there are a variety of solutions that enable organizations to determine if their servers are under- or over-utilized.

Tracking Utilization

"I see reports that show, by operating system, what the average utilization for servers [is]. For example, with Windows, it's single digits; Linux is higher, and Unix is even higher than Linux. It's a big issue these days, and people are responding by virtualizing a lot of stuff. There's a lot out there in terms of tools for monitoring," says Doug Rainbolt, vice president of sales and marketing for Alacritech (www.alacritech.com), a provider of data acceleration solutions.

There are a number of comprehensive monitoring tools on the market that cover the full gauntlet of server monitoring and capacity planning; however, they also often entail significant investments in software, professional services, and training. Smaller best-of-breed vendors provide targeted tools that deliver a feasible solution for small to midsized enterprises.

Similarly, special attention must be given to server utilization in highly dynamic virtual environments. Analyst John Enck, a managing vice president at Gartner, suggests trying to devise a dynamic method for balancing workloads instead of static consolidation. "The workloads are inevitably going to go up and down and may not be a perfect match at all times if virtual machines achieve the 75 [to] 80% server utilization rate that many data center managers now consider optimum. Being able to deal with these changes dynamically is a key goal, particularly in the early stages of virtualization," he says.

Regardless of how organizations choose to monitor their servers, the bottom line is understanding what percentage of the CPU(s) is being used compared to the total amount available. "It's a big issue. There are too many servers out there being way under-utilized these days. As a consequence, there's all that power going to waste," explains Rainbolt.

To compensate for under-utilized servers, virtualization has been the battle cry for more energy-efficient data centers. "People use virtualization primarily because the server is being under-utilized. They may find three to five servers in their business that have maybe 5% utilization. What they will do is virtualize all of them onto one physical server. In doing so, they see that utilization go up while only having to monitor one physical machine," says Rainbolt.

Unfortunately, virtualization can go overboard and lead to over-utilization of servers. Once again, monitoring tools can play a key role in preventing servers from reaching a critical stage. "Way over means that the CPUs are pegged, and you'll see performance start to fall off pretty dramatically when this occurs," warns Rainbolt. "The ideal plan is to increase utilization without going overboard."

Computing vs. Moving Data

Before compensating for over-utilized servers by throwing more hardware at the problem, Rainbolt suggests organizations take a closer look at the underlying issue. "What's happening these days is enterprises are moving more data than ever. The problem is servers were designed a long time ago to compute and process things and not move things. It takes about 1GHz of processing power to move 1Gb of data," he says. Further exacerbating server overload are increased collaboration of data and content creation inside and outside of the enterprise.

"I think the issue these days with the processors is that they are getting more and more powerful. You go from a one-way to a dual-core to a quad-core and so on, but part of the problem is the applications [that] are being written for the underlying OS and file system structure are not that efficient when it comes to multithreading, which means that you have to be able to share the processing across all these cores," says Rainbolt. By turning to solutions that enable technology for more efficient processing, such as load balancing and TCP/IP offloading, servers are able to operate more resourcefully to the point where processing requirements can be reduced, which results in a reduction in power and cooling.

"We find that many enterprises get way too much processor for what they really

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Guidelines For Monitoring Server Optimization

Monitoring servers for optimization is no easy task. Here are some things to keep in mind as you undertake optimization.

Leverage existing management tools. Solutions should connect easily to existing tools and processes to maximize an organization's current investment.

Applicable metrics and comprehensive visibility. The same methodologies for evaluating server performance and utilization can differ between physical and virtual environments. Look for solutions that provide a full view of both worlds.

Plan for the future. Choose a monitoring solution capable of handling a heterogeneous environment. Look for vendors with a track record of forward-looking technologies instead of those only addressing currently deployed platforms.

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As many computer users and companies move from IDE to SATA hard drives, the need arises for a RAID 1 controller in the same small form factor and with the same ease of use as IDE versions. Data Protection Solutions by Arco's solution to the demand is the EzRAID DD4 FlexMount.

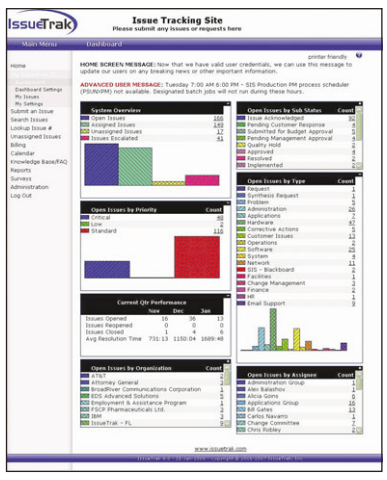
The FlexMount has a high-impact, black plastic shell to protect it from other electrical components in the computer case. It can be mounted virtually anywhere inside the case where users can fit the tiny 3.5- x 2.2-inch device. It connects via included SATA cables and doesn't occupy a PCI slot on a computer or need PCI bus power or a drive bay.

Once installed, the FlexMount sends all writes to both drives simultaneously, creating and maintaining an up-to-the-minute mirror of the computer's other hard drive. One useful feature of the FlexMount is that if one of the drives fails, users will receive an audible alert, but the other drive will take over, preventing the computer from shutting down.

Included with the FlexMount is a PCI slot bracket that has a serial port, status lights, and an alarm reset button. Though the bracket occupies an opening in the case, it does not use a PCI slot. The FlexMount is compatible with all SATA drives and partitioning schemes and doesn't require drivers or IRQs. The included software utility can be installed on Windows or Linux machines. Users can also run the software off the CD-ROM, allowing use of the FlexMount with most operating systems, including Windows, DOS, Linux, OS/2, Unix, Solaris, and NetWare.

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IssueTrak

Under-Floor Or Overhead?

The Ups & Downs Of Data Center Cabling & Air Handling

by Drew Robb

• • •

When designing a data center, there are two basic choices: Go for a raised floor and bury the wires out of sight or else have overhead wiring with edge-of-room or supplemental cooling. So which is best, what are the pitfalls, and what mistakes should you avoid?

There are, of course, multiple factors to consider in data center design. The first is a determination of the form factor of the equipment. It makes a big difference in power consumption and expectations if you're using blade servers in a SAN vs. servers connected to a local disk.

"Now that you understand the power consumption, the heat generation, and the amount of cold air required to maintain proper input air temperatures for the different floor locations, you can select the appropriate cooling method," says Nick Schmidt, senior manager for IT infrastructure at CDW.

Hybrid Cable & Flooring Arrangement For Large Facilities

As it was planning its 407,000-square-foot high-density facility in Las Vegas, Switch Communications (www.switchnap.com) decided that raised floors and CRAC (computer room air conditioning) units were not a good fit, as traditional cooling was going to take up too much space and cost too much. So, the company decided to design its own cooling units, which sit outside the building.

To go along with its cooling solution, the company needed to lay out a unique power setup, as well. Because there was no under-floor space to utilize, Switch came up with a hybrid system instead.

"We made use of a power spine that runs down the entire length of the facility to distribute power," says Missy Young, executive vice president of sales engineering at Switch Communications. "Overhead wiring is used to take power to the racks."

With that data in hand, it's possible to decide what size of cooling units is required, what footprint will be consumed by these units, and how the return (hot) air is to be managed. Equipment suppliers will be able to evaluate whether a raised floor can provide sufficient cold air to all locations or if discrete rack cooling will be required. It all boils down to economics: The numbers will reveal if a raised floor is justified or if alternative cooling arrangements are more feasible.

Overhead Wiring Is Best

If analysis comes out in favor of a raised floor, you may think that the matter of wiring is solved: Just throw it under the floor. Under-floor cabling may be out of sight, but it is much harder to manage and maintain than overhead cabling.

"No matter what cooling and floor choices are made, copper, fiber, and power cabling should all be done overhead," says Schmidt. "This permits easy access for construction, reduces installation costs, [and means that] changes are easier to implement and growth can be accommodated without excessive disruption to existing equipment."

Schmidt emphasizes his point by noting that the overhead cabling model was adopted by telephone companies more than 50 years ago. It has a long track record in terms of ease of use and installation simplicity.

Alberto Zucchinali, a technical sales support specialist at Siemon (www.siemon.com), concurs. "Generally speaking, overhead cabling trays better allow for the higher density of connections required by today's cabinets," he says. "The presence of cables in a raised floor with air conditioning could interfere with cooling circulation."

Restricted Airflow

Newton's Law of Inertia, which states that a body in motion will stay in motion unless acted upon by an unbalanced force, applies every bit as much to a gas as to matter in that if you put cables into a raised floor, you will deflect, slow down, or stop airflow.

"Power and data cabling under the floor inhibits airflow," says Matt Kightlinger, director of solutions marketing for Emerson Network Power's Liebert Products division (www.liebert.com). "Proper airflow is critical in both efficiency and ability to cool the higher-density applications all data centers are seeing."

He feels it is best to separate out cooling and cabling during the design phase. Lumping them together may make it look like taking both under the floor is optimum, but often this is not the case.

"Using the under-floor space for cooling and overhead space for cabling is a good alternative," says Kightlinger.

Besides impeding the progress of air, leaks are a concern with under-floor cabling, particularly if water pipes are fed beneath the raised floor—a common practice in data centers. Keeping cables overhead reduces the risk of water causing problems with electrical wiring.

However, there is a downside to this arrangement: inconvenience. "While moving cables overhead eliminates the water risk, it [also] makes it difficult to change out entire racks from a row when overhead cable management is attached to the top of the racks," says Kightlinger.

Equally, there are negatives when you have to dig around in a raised floor feeding new wire or trying to find a faulty connection. This necessitates lifting up floor tiles, and that directly impairs cooling efficiency.

"Any moves, additions, or changes to the cabling in a raised floor imply tiles reopening, with the associated degradation of computer room air conditioning (CRAC) system," says Zucchinali.

Regarding Aesthetics

Certainly, a raised floor provides a more aesthetic look because you eliminate a whole lot of dangling cables and wiring trays. But aesthetics is rarely the primary rationale for an SME data center.

"One of the advantages of the raised floor is that it keeps the cables and cooling out of sight," says Kightlinger. "This presents a cleaner look. However, functionality always outweighs aesthetics." P

Spring Cleaning For Cabling

Keeping server equipment clean and unobstructed is vital to its health. Therefore, it is very important to remove any cables no longer in use, whether they are positioned under the tiles or above the racks. Failure to do so results in a clutter of cables than can be almost impossible to unravel.

"It is imperative to take out any abandoned cabling that is not being used," says Matt Kightlinger, director of solutions marketing for Emerson Network Power's Liebert Products division (www.liebert.com). "This is especially important with under-floor cabling, since this decreases airflow under the floor."

News

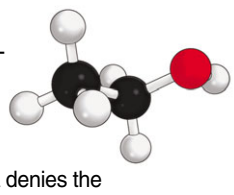
CA Acquires Eurekify

CA has acquired Eurekify, a developer of identity and role management software, for an undisclosed sum. In October, CA purchased identity management technology developer IDFocus. Both moves by CA are intended to improve its ID management portfolio. CA's relationship with Eurekify dates back to May, when CA began reselling Eurekify's applications. CA plans to implement Eurekify's products into its own line in three phases: Testing and branding the newly acquired company's products, integrating the two companies' products, and eventually setting up Eurekify applications as its own line.

Microsoft Offers 0% Financing

Microsoft announced a 0% financing program offered from now until March 20, 2009. New Dynamics customers who make licensing purchases between $20,000 and $1 million are eligible for the new program. To broaden its customer base, Microsoft is marketing this promotion to small and medium-sized enterprises that will run Microsoft Dynamics NAV, Microsoft Dynamics GP, Microsoft Dynamics AX, Microsoft Dynamics SL, and Microsoft Dynamics CRM. No down payment or interest is available in several countries, including the United States, Canada, the UK, Australia, and France.

Scientist Pleads Guilty To Espionage



Chinese-born physicist Quan-Sheng Shu has pleaded guilty to charges of tech espionage. He allegedly sold U.S. military and technology secrets relating to rocket propulsion to China, although China denies the allegations. Shu, a naturalized citizen of the United States working in Virginia, is charged with exporting defense services between January 2003 and October 2007 and aiding China in designing and developing a cryogenic fueling system, which the country plans to use for launching satellites and other missions. Shu is also charged with illegally exposing military data and offering bribes to Chinese government officials. Shu will be sentenced in April.

Transmeta Sells Itself

Transmeta, a chipmaker that originally hoped to outdo Intel and AMD in the low-power portable computer market, has sold itself to Novafora for about $255.6 million in cash. The sale is expected to give shareholders between $18.70 and $19 per share, which is higher than a previous $15.50-per-share offer the company received earlier this year. The company also announced a deal with AMD in which AMD will transfer 700,000 shares of Transmeta Series B Preferred stock currently held by AMD. Transmeta has spent the past few months shopping for a buyer to make good use of the company's technology.

Clients October 17, 2008



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With 15 months of rated stability via the inclusion of AMD's business-class Athlon 2650e 15-watt processor and increased efficiency by consuming 40% less electricity than the ThinkCentre A62's predecessor, the A62 gives businesses a computing base they can count on. The ThinkCentre A62 has also been GreenGuard-, EPEAT Gold-, and Energy Star 4.0-certified and offers the world's only green fingerprint keyboard, which is constructed of 35% post-consumer recycled material, as an optional purchase.

Productivity-wise, Lenovo offers Dash 1.1, a remote-managing utility that lets users boot, audit, and update the A62, as an optional purchase, while Express Repair provides versatility and convenience by fixing various system-corruption problems, many in less than three minutes and without adversely affecting the data stored on the A62, the OS, or software that's running. Lenovo's own built-in ThinkVantage Technologies include various management and productivity utilities, such as a software image builder, one-button recovery, secure data deletion, and the ability to switch between wired and wireless connections and quickly deploy critical updates. Combined, the ThinkVantage Technologies take care of performance-related issues so IT staffs can concentrate on more pressing organizational issues.

The A62 ships with a built-in GbE port, 1GB of PC2-5300 RAM, ATI Radeon TM 3100 graphics, 160GB of 7,200rpm SATA II storage, and a DVD-ROM drive. Windows Vista Home Premium is included with other editions offered as options.

News

Spammer Termination Means Drop In Junk Mail

You may have noticed a sharp decrease in spam in your inbox earlier this month. A San Jose, Calif., Web-hosting enterprise, McColo, was booted offline by one of its Internet service providers, Hurricane Electric. Shortly after the service was discontinued, global spam volumes dropped by more than 60%, according to IronPort SenderBase reports.

Brian Krebs, a computer security reporter at *The Washington Post*, first publicized the corruption exposed by industry researchers at Security Fix, which has been accumulating data regarding McColo's activities for several months and presented its evidence to major Internet providers Nov. 10.

Nilesh Bhandari, product manager for IronPort/Cisco, says that both IronPort and Cisco have been aware of McColo's suspicious activity for quite some time. "[We] have long recognized the spam originating from botnets controlled from McColo," says Bhandari. "We have been working with appropriate authorities, bringing the networks to their attention, and aiding in their investigations."

Spam Levels To Increase Again

Although spam levels remain relatively low, IronPort expects spam volumes to elevate as the holiday season approaches, according to Bhandari's research. "The backers of the botnets will continue to seek out another hosting provider to replace McColo for its services. McColo will look for other upstream providers to return to its business," he says.



"Considering the number of hosting providers available worldwide and the additional money that can be earned in these difficult economic times, it is highly likely that a hosting provider will evaluate the risk/reward tradeoff and fill McColo's place."

Many are asking how shutting down one organization could truly impact the overall spam volume in such a drastic way. Bhandari notes that "McColo is unique in that it hosted the command and control infrastructure and front-end application for the world's largest bot networks."

"By taking down the front-end application to manage the botnet, the botnet backers could not provide its access to other spammers. As a result, spammers are now scrambling to find other botnets to use to sell their wares," Bhandari says. McColo hosted botnets that collectively accounted for more than half of the global spam volume, so the company's shutdown instigated the first numerically significant drop in worldwide spam levels.

Virtual Threats

Virtual Servers Can Open Up New Vulnerabilities & Control Issues

by Kurt Marko

• • •

Like any new software technology, server virtualization comes with its own set of security issues and configuration choices. A fundamental principle of virtual machine software is the isolation of guest operating systems from each other and the host hypervisor; however, it's still just software—very complex software at that—and it's the nature of complex software to have bugs and unanticipated use conditions and interactions.

Coding flaws or unexpected input can cause security problems and create just the vulnerabilities hackers seek to exploit. Furthermore, virtualization unleashes new infrastructure with administrative, management, and control issues that can create additional security risks.

Top Virtualization Threats

Software virtualization works in one of two ways: Bare-metal hypervisors run directly on the physical server without the need for an intervening operating system, while hosted hypervisors run on top of an OS. Bare-metal hypervisors are more common in enterprises because they offer better performance and scalability. In addition, Kurt Roemer, chief security strategist at Citrix (www.citrix.com), says that bare-metal systems also provide better protection and isolation of VMs due to their direct access to server hardware.

These advantages come with a price, however. "The virtualization layer is effectively another operating system in the data center . . . with all the configuration and patching issues that this brings," says David Lynch, vice president of marketing at Embotics (www.embotics.com). A virtualization OS opens up potential security holes, though admittedly still more theoretical than actual, and users should remember this as they plan risk mitigation steps.

A whitepaper by The Center for Internet Security outlined the most serious vulnerabilities in virtual servers, including unauthorized communication between VMs or between a VM and the host hypervisor, VM escape (or so-called hyperjacking, in which a VM may completely bypass the hypervisor to gain full access to the host), unauthorized external modification of a VM or hypervisor from outside the VM environment, and denial-of-service attacks on one VM affecting other machines or the entire host.

Aside from the hypervisor's technical vulnerabilities, a virtual server environment presents a host of administrative and governance issues that can threaten IT security. Michael Berman, CTO of security software firm Catbird (www2.catbird.com), says that the ease with which VMs can be created and the collapse of previously distinct administrative roles into an all-powerful virtualization admin mean that the unprecedented, and often unchecked, power and authority to create and modify new servers and networks can be vested in a single person or small group.

Given how easily VMs can be created and centrally managed, any mistakes can propagate widely and rapidly. Roemer agrees that virtualization can put a lot of responsibility in the hands of a single administrator; thus, IT needs to implement processes and controls to repartition administrative roles, define limits for each, and audit their activities.

Mitigation & Remediation Steps

Improving virtual server security involves updating both policies and technology for the virtual world. Lynch believes that governance and management issues pose a much more serious threat than any potential hypervisor flaws. He advises enterprises to start by adapting existing corporate security standards to the virtual environment. Once these are in place, the next step is to apply the cornerstones of good security: auditing, automation, and authorization. Specifically, administrative changes must be logged and trackable, processes should be standardized and automated, and admin tasks should be restricted to authorized IT staff.

In defining administrative roles, Lynch advises "enforcing minimum permissions for users and staff—the less folks can do, the less you have to audit—and at the same time minimize login to the virtualization host . . . for example, only certain staff members should be able to start, stop, and reconfigure VMs." Given the scale of most VM installations, all experts agree that control and monitoring should be automated using a new class of administrative tool known as policy-based virtualization management software.

One of the key control points is validating and tracking VM images and restricting their installation. According to Lynch, "VMs are mobile and can be easily generated. It is essential that you can track how, when, and where VMs are being deployed in your environment." Of particular concern are so-called virtual appliances: turnkey images, typically supplied by vendors, containing an OS and preinstalled applications. As Roemer points out, it's extremely easy to download and install images from the Web, typically of completely unknown vintage, that could be riddled with malware or missing OS patches, exposing the rest of the virtual and physical infrastructure to attack.

Top Virtualization Security Issues

Many organizations are relying on the IT policies, processes, and toolsets established in the previrtualization data center to manage and protect virtual servers, which makes sense to a point. Virtualized environments do face the same operational threats and risks as traditional servers. However, there are also some specific implications to the propagation of server virtualization in the data center.

- The virtualization layer is a new operating system with a concomitant set of configuration and patching issues, and it represents another point of attack. The hypervisor is an obvious target for attackers.
- A compromised hypervisor resulting from so-called hyperjacking, in which an attacker breaks out of the hypervisor to gain access to all VMs on a system, could potentially provide access to a pool of VMs rather than a single physical system. In addition, "intra-host threats" from VM to VM could bypass traditional network security measures.
- Virtualization facilitates a new way of distributing software through Virtual Appliances—essentially customized OS images preinstalled with applications. Yet these images may include undocumented, unpatched, or otherwise unsecured software or configurations that don't meet an organization's security standards.
- The mobility of VM images and their ease of installation and deployment can circumvent existing data center control structures, particularly if multiple groups are allowed to manage VMs.

Source: "Understanding VirtSec: An Executive Overview of Server Virtualization Security Issues, Including Best Practices for Maintaining Your Security Profile;" Embotics Whitepaper; David M. Lynch; August 2008.

VM Security Enhancement Recommendations

Practice secure server hygiene. Adapt existing server security practices such as proactive patch management, OS hardening, and server audits to the virtual environment.

Audit, automate, and authorize. Develop VM security policies and audit against these. Automating the process provides greater consistency and results in fewer policy exceptions.

Track and segment VMs. While a simple spreadsheet is adequate for small deployments, it's increasingly difficult to manage as the VM pool grows, so look to automation tools.

Consistently enforce policy across the whole environment. At a minimum, monitor all access to virtualization resources, as well as administrative activity, and protect log files.

Practice VM management and governance. Only allow approved VMs to run. Start at the beginning of the life cycle and enforce constancy by only allowing authorized staff to deploy VMs.

Source: "Understanding VirtSec: An Executive Overview of Server Virtualization Security Issues, Including Best Practices for Maintaining Your Security Profile;" Embotics Whitepaper; David M. Lynch; August 2008. Additions by the author.

More Than Just Monitoring

Continued from Page 22

need. As a consequence, they waste too much money, they dissipate too much heat, and they put off too many gases; thus, they are paying too much for power bills," says Rainbolt. "While monitoring is important, my question is why are servers under- or over-utilized? What's really happening? Can you really increase utilization across processors by virtualizing or by picking the right processor to start with—one that really matches the application and can multithread?" Rainbolt estimates that by pairing TCP/IP offloading technologies with the right processor, data centers can gain a 30% savings overall in power consumption.

New Territory

Many IT shops lack the necessary tools and knowledge to align their software with their hardware computing capacities. Traditionally, IT departments purchase within their comfort and budget zones, often perceiving that if they are getting more cores, it's a good thing. However, Rainbolt feels they should be asking how good the overall utilization is and sees utilization optimization as hit or miss.

Organizations truly dedicated to reducing power consumption and optimizing their utilization are doing much more than simply monitoring their servers. Google, for example, has entire teams set aside to understand utilization. The teams monitor what the storage is doing, what the network is doing, what the processor is doing, and what the processor memory is doing.

"From my experience, I know there's a lot out there being wasted," Rainbolt says. "People are spending more money on power than on the server itself over its life span. That's just a complete waste. I think we're going to see a lot more tools that . . . are going to be able to help determine the right configuration for optimal server utilization."

How To

Determine Your Data Center Size & Design

Know What The Variables Are Before You Play The Game

by Jim Cope

• • •

The data center you're managing is running out of steam sooner than you imagined when you upgraded it three years ago. Perhaps you're experiencing too much downtime as old equipment becomes less reliable, or your company is growing and needs more servers to handle the growing load or to run new applications. As a result, you need to expand your data center or build a brand-new facility. Whatever the reason, take a step back and look at the data center design variables in play.

Know Your Business

A company that provides financial services needs highly resilient data center systems in contrast to, say, a candy bar maker, says Phillip Morris, chief technologist for data center efficiency at Sun Microsystems (www.sun.com) in Santa Clara, Calif. "For a bank, technology is the bottom line," he says, whereas for the candy maker, "it runs the back end of their business; it's more of an expense."

Michael Hogan, systems management specialist with IBM (www.ibm.com) in Research Triangle Park, N.C., agrees and adds that in designing data centers, up-front capital costs can easily go beyond what is necessary for the business because of errors in planning. Hogan suggests asking some basic questions early on in the planning process that he says are little things that help avoid big consequences. For example: "How redundant does my UPS have to be? Do I really need a generator? If I lose my computing capacity overnight or over the weekend, is that a problem?"

Beyond aligning data center design with the type of business, Hogan says a good design is sustainable—it doesn't overtax resources moving forward.

While Hogan says SMEs often want their own server rooms or data center facilities, Paul McGuckin, a vice president with Gartner Research in Stamford, Conn., suggests that SMEs should really consider colocation or hosted solutions before building their own data centers. Building your own data center is a long process—a process that McGuckin says can take up to at least 18 months to complete.

Future Proofing When Expanding, Building

One of the biggest challenges to building a data center today is being able to predict what tomorrow will bring. Hogan says that technology is changing so rapidly that "you need a crystal ball." Morris calls meeting the challenge "future proofing."

Say you're building a data center with a facility that is 20 x 20 feet or 20 x 30 feet. Hogan claims, "Today you may need only half of that data center space, but projecting over the life of the data center, a company will need that additional space." You can allocate additional space now even though you don't plan to use it as data center space for some time to come. That can make sense for companies that want to put more of their capital expense up front and perhaps use the extra space for another purpose until the time comes to configure it for data center space.

But Hogan cautions that decisions on day one concerning AC and power will either help or hurt you in the future. "Make sure power and cooling are extendable or otherwise easily added; think about efficiency," he says.

Key Points

Making major upgrades to an existing data center or designing a new one takes specialized knowledge. Experts say good design is more about power and cooling requirements and layout than it is about the IT equipment it will house. And it's expensive: Power and cooling systems and infrastructure alone can cost from $1,000 to $3,000 per square foot. And you can make expensive mistakes if you don't consider the type of business it will support.

Gartner's McGuckin says poorly designed data centers can use up to three times the electricity on cooling and other purposes than they use to power the equipment they house. He believes it an unnecessary waste in resources and that it is an expense burden to SMEs, even those located in areas where electricity is only 6 cents or 8 cents per kilowatt hour. One guiding design principle to mitigate inefficient cooling is to separate hot and cold air.

"In a poor design, you have unconstrained mixing of hot air with the cold supply air," McGuckin says. "Air coming back to the air conditioning is warm air that causes air conditioning in the room to turn on." A better approach is to lay out data centers in hot aisles and cold aisles. Another way is to set up the data center classroom-style where intakes are facing in the same direction or turn around every other row with the exhausts facing each other.

"The next thing you could do to prevent more mixing is containment. Build a box around the hot aisle and a box around the cold aisle," McGuckin adds. "Paradoxically, the warmer the air going back to the conditioner, the more efficiently it can operate."

Morris says data center density—the amount of computing power you pack into a given space—is growing at an exponential rate. However, methods for doing that, such as installation of blade servers, bring their own set of problems. For example, while racks of blades can bring large computing power to a small physical space, the power and cooling requirements can increase twentyfold as a result. Even going the VM route and installing more efficient servers can bring unintended consequences—there may be less power consumption because the work of motherboards is done by CPUs, but an increase in the memory required generates more heat, according to Morris.

Design To Sustain

Data centers are power hogs. Too many are using more power to cool the facility than to operate the computers that live there. Some vendors are tackling this problem with prepackaged, high-density containerized data centers that claim efficiencies by using chilled water loops. McGuckin says large data center operators are locating where there are opportunities to use natural cooling. That seems like a good option for SMEs located in the cooler geographic areas. "If you are on an outside wall and your air temperature outside is low and has low humidity, cool your data center with outside air," McGuckin says. "You may need to do some filtering, but most outside air, even in urban areas, is just fine." P

What You'll Need

Unless you've already helped design or build a data center, you'll probably need a consultant who can give you guidance. Recognize that your favorite VAR may not have the knowledge and, if necessary, seek out a consulting firm that will work with you at the feasibility and design phases without having to commit to a contract for a turnkey job.

- Tap into enterprise computer manufacturer knowledge about the power and cooling requirements needed for the equipment you have in mind.
- Make sure you keep your company's facilities people involved, and make sure your company's power and cooling contractors are in the loop from the beginning.
- Familiarize yourself with the key metrics of data center efficiency. A good starting place is learning how to use the PUE (Power Usage Effectiveness) formula:

  PUE = Total Facility Power / IT Equipment Power

TOP TIPS

- Before you invest a lot of time in designing your own data center, determine the costs and the efficiencies of colocation or outsourcing compared to an on-premises center.
- Work with people who are knowledgeable about the power and cooling capacity before you increase the equipment density of your current facility.
- If you're designing a new data center or significantly expanding an existing facility, consider what you will need three, five, or even 10 years from now. Does it make sense to build a bigger facility with power and cooling in place even though you may not need it now?
- Consider the consequences of your decisions. For example, if downtime adversely affects bottom line, are you including a standby generator in your design, and will it power cooling, as well as computer infrastructure?

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SIX QUICK TIPS

Improving Your Backup Routine

Your Data Is Worth The Extra Effort

by Chris A. MacKinnon

• • •

Backing up data in the small to midsized enterprise is more than setting a backup job and moving on to other priorities. In fact, if you talk with any data backup expert, you'll learn that backups should be at the top of the data center priority list. And the experts say there's always room for improvement in most cases. Here we'll take a look at a few tips to help IT and data center managers improve their backup routines.

Begin With Basics

Don Lewis, director of marketing for the Americas at Paragon Software Group (www.paragon-software.com), says to start with disk-to-disk backup software rather than manually copying data from one disk to another. He comments, "Disk-to-disk backup software makes sector-based images of a system hard drive and/or individual partitions of your choice. It is more affordable than traditional tape backup [and] less cumbersome to set up and continually maintain; the reliability and speed to successfully recover a crashed system is also improved."

Lewis says managers should also be configuring automatic backup schedules to capture periodic updates. He notes, "IT managers should schedule differential backups on a daily basis (at a bare minimum) to quickly update a complete static base image. This ensures you are backing up the most current system configuration and changes to data files and removes the manual process (along with the chance that you'll forget to do it)." Lewis says differentials require less storage space than a complete backup and complement it for quick and complete recovery. "With an automatic backup schedule, you can store multiple differentials (that is, one for each day of the week), which gives you flexibility to choose the point in time that you wish to recover."

On top of backup automation, Lewis adds that it's also important to make a bootable recovery CD image on removable media or storage. For those times when your hard drive crashes or Windows simply will not boot, a recovery CD is the quickest way to restore a system because it's self-contained and provides access to restore an existing backup image. Lewis says this saves time from otherwise having to reinstall the OS, applications, and settings and transfer data files back to a newly restored system.

Choose Your Backup Solution Wisely

According to Gary Parker, senior product marketing manager at BakBone Software (www.bakbone.com), vendor requirements sometimes trump existing backup environments. He says it is important to choose a backup solution that conforms to your environment, not what the vendor wants you to conform to. He elaborates, "It is important to choose a vendor that is easy to work with and offers a solution that works with your existing environment, including your operating systems and range of hardware, and gives you the choice to back up to disk or tape." Parker says this reduces the amount of time IT administrators have to spend on backup, which ultimately lowers data center costs.

"It is also important to pick a solution that is easy to use and can scale with your growth. Also, try to select a system that gives you maximum flexibility if you should need to have a different backup server operating system platform in the future, which is different from client platforms," Parker says.

Implement Virtual Backups

When it comes to backing up virtual machines, Stephen Lawton, senior director of strategic marketing at Acronis (www.acronis.com), says it is more than just a technical task; it can become a licensing nightmare. "Ideally," Lawton says, "you want to select a backup approach where you pay for backups based on the number of physical hosts, not the number of VMs on that host. Some vendors charge based on the number of VMs, others by the number of physical servers; the latter approach makes budgeting simpler and more accurate, [and] it also is generally less costly."

Parker says when managers include virtualization as a part of their backup routine, they need to make data protection a key consideration in the routine. He comments, "When data center and IT managers are caught up in the rush to deploy virtualization, it is easy to leave data protection out of the equation. It is important to evaluate data protection and storage needs as part of the process. This will save a lot of time and pain later as your virtual environments and their data grow." Parker says there are a few other things to keep in mind here, including using VMware Consolidated Backup integration with a backup and recovery product. He also advises using a backup vendor's user interface—not scripts—to avoid problems where possible.

Employ Serious Data Protection

In Parker's opinion, if you are going to protect your data, you should consider high-performance data protection for your business-critical applications, such as Exchange and SQL Server. He explains, "Email, applications, and data have a direct bearing on your ability to generate revenue and provide high levels of service for your customers. It is crucial to focus on data protection in these environments with the ability to quickly recover business-critical applications and data. The cost of downtime can be detrimental, especially with the high cost of data stored inside critical applications and databases. You should look for solutions that offer protection specifically for Exchange, SQL Server, or other database and messaging systems."

According to Lawton, purpose-built backups are the way to go. He comments, "There are a plethora of backup products for the SME, ranging from the very basic file-based backups to sophisticated image-based tools that can protect entire servers. However, sometimes you need to protect specific applications. While a server-based tool will restore an entire system, purpose-built tools for Microsoft Exchange, Microsoft SQL Server, and other mission-critical applications can provide far more granular backups and get those specific applications running more quickly than general-purpose tools." Lawton concludes, "Remember, speed is everything when you are creating and restoring backups in the data center." P

Best Return On Investment:

Prepare For The Worst

You never know when disaster will strike, so data centers should be ready for anything. "Create disaster recovery and business continuity plans before an incident happens," says Gary Parker, senior product marketing manager at BakBone Software (www.bakbone.com).

"It is imperative to be able to keep your business up and running in the event of a disaster," Parker says. "Disaster recovery and business continuity plans ensure that your data is available quickly, minimizing the effects of an incident."

Parker goes on to say that the business continuity side of planning should be designed to provide uninterrupted business operation and should extend beyond the technology side of your company to include your business and personnel process. He believes your disaster recovery plan should be targeted at the technology infrastructure and designed to recover devices, machines, and sites.

Best Tip:

Ensure Smooth Restores

Backup is simple, but recovery can be hard.

Stephen Lawton, senior director of strategic marketing at Acronis (www.acronis.com), says backup technology has been around for years and is generally considered one of the check-off items for every data center, large or small. But backup is only the beginning, he says. "There is no value to a backup that cannot be restored. Make sure that when you create an image of your server or even a workstation, you can restore it to any hardware. Remember, it's almost impossible to get identical hardware, so don't plan on that event. Instead, ensure that you can restore to any hardware."

BONUS TIPS

Don Lewis, director of marketing for the Americas at Paragon Software Group (www.paragon-software.com), offers the following two tips to help improve your backup routine:

■ **Create multiple partitions on your hard drive.** As a relatively easy way to organize your storage space, set up individual partitions for storing your data files. When setting up your backup schedule, partitions will be easier to manage and will minimize the resources involved.

■ **Defragment your hard drive.** By doing this, you are optimizing your system's performance, which can result in improved timing when making or restoring backups. Defragmenting your hard drive also maximizes the space you can allocate for backup archives.



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Phones—including IP or traditional PSTN (Public Switched Telephone Network) models—can be plugged into the network, where Jazinga automatically detects and configures them. To complete configuration, users are guided through an on-screen wizard. Setup is designed to take only about 10 minutes. After configuration and setup are complete, you can easily add users and conduct administrative tasks on the system.

Features of Jazinga include auto-attendant, voicemail, conferencing, call forwarding, and on-hold music. Jazinga ensures call quality by implementing QoS and prioritizing voice calls over data traffic.

Jazinga folds all the above options into a package that is designed to cost significantly less than other solutions with similar features. Most importantly, the Jazinga system negates the cost and time usually required for IT professionals to set up a telephone system.

WHAT'S HAPPENING

Easing Growing Pains

ATEN Technologies Focuses On Quality & Scalability In Data Centers

by John Brandon

• • •

EXPANDABILITY: That's the key term of data center managers in a growing business sector in which the challenge is not in managing hundreds of servers or even more than 10 but in being prescient enough to anticipate possibilities. Small companies need to have the ability to scale quickly because the management effort compounds quickly when you move from a small office housing one server to a data center housing 15.

One key aspect of this kind of manageability is in controlling the servers, and a KVM switch, especially one that can scale to the needs of an SME, is a critical component. Although most managers do not get too excited about KVM products, when a company grows, it is one device that can grow easily with each new capital purchase of a server. A KVM allows managers to switch among servers easily and stay on one main console.

For years, equipment manufacturer ATEN Technology (www.aten-usa.com) has focused specifically on KVM products that scale with the needs of small to midsized enterprises.

Early History & Milestones

KVM devices are highly scalable, but not all of them are reliable. In hopes of alleviating such concerns, ATEN has maintained a leadership position in the KVM market by focusing on quality. "ATEN has an intense focus on quality, from product development to the factory floor to arrival in its U.S. facility," says Aaron Johnson, an ATEN field application engineer.

ATEN was first founded in Taipei, Taiwan, in 1979 and later established a presence in the United States in 1996. The company began with just two employees. By 1997, it reached $1 million in revenue and released a USB hub, expanding further in the data connectivity market. The company released a KVM with all included cables in 1998. Another early milestone, in 1999, was in developing a partnership with Ingram Micro and expanding its workforce.

Other early products include laptop KVM devices that allow an end user to connect to both a USB hub and a keyboard, mouse, and monitor. The company added video splitters, switches, extenders, and a number of cabling products, including DVI and USB cables. At the same time, the core products have been KVM switches used in data centers.

"ATEN's core technology is the KVM switch, an integral component to the management of the SME data centers and server rooms," says Johnson. "It's also a complementary product to servers and racks and saves rack space and power."

Meeting SME Needs

For SMEs, ATEN differentiates itself by manufacturing its own products, supporting them directly, and catering to quick growth cycles. The company prides itself on providing attentive customer support for its products and sees its self-manufacturing business model as a benefit over others in the KVM space that simply resell products made by others.

As SMEs grow and develop, addressing scalability needs in a data center is also of major concern for ATEN. The company's products can be used to control just two servers in a data center, switching between them, or, using rack-mounted KVM devices that use an IP connection, a data center can scale from eight or 16 servers all the way up to 500—even up to 4,000 servers in the realm of larger enterprises.

ATEN Technology has also started manufacturing KVM over IP products, such as the 8-port KH2508 and the 16-port KH2516, which allow managers to control servers from a single console and switch between servers by clicking an option on-screen. Older KVMs use hardware switches to control a roomful of servers, but they are more complex to install, are not as flexible in how the admin controls servers, and do not scale nearly as well as KVM over IP.

"ATEN has launched new 8- and 16-port dual-channel CAT 5 KVM switches that provide two operators with independent and simultaneous access to eight or 16 connected servers," says Johnson. "These units are expandable to control up to 512 or 4,096 computers. In the event of a network failure or other emergency, these switches enable data center managers to back up configuration settings for seamless restoration."

Another interesting product for data center managers, one that emphasizes scalability and convenience, is an all-in-one KVM appliance that includes the LCD screen and a tray that can be rack-mounted. The KL9108M and KL9116M come with a 17-inch screen built-in that flips up when you pull it out from the rack. The KL9108M uses an 8-port KVM over IP, and the KL9116M includes a 16-port KVM over IP.

ATEN Technology also makes the ancillary equipment an SME needs for KVM, including the cables (usually CAT 5 or CAT 6), junction boxes that can support up to 16 users who can log in and control servers, and other multiuser KVM products.

What's To Come

In 2009, ATEN plans to expand even more into the small to midsized enterprise market and will release new products for the video market, where KVM devices are common. A new KVM product planned for medium-sized companies, the 40-port 1U IP KVM on the Net switch, will be a rack-mount device that is well-suited to companies with more than 500 employees that can scale as the company grows.

"ATEN has partnered with a third-party company to embed a fingerprint identification system into an upcoming KVM product for added security," adds Johnson. "ATEN is launching a new 8- and 16-port Slideaway LCD KVM switch (available in early 2009) that features an integrated 17- or 19-inch LCD display. These new products are control units that allow access to multiple computers from a single PS/2 or USB KVM console. As many as 31 additional KVM switches can be daisy-chained to the products so that up to 512 computers can all be controlled from a single KVM console."

Overall, ATEN will continue to focus on the KVM market as a way to help IT managers get the big picture on their server rooms and will keep figuring out ways for data center managers to save space and scale services quickly. P

THREE QUESTIONS

High Performance & Reliability With A Low Cost

Xiotech Products Are Easy To Implement & Operate

by George Crump

BASED IN EDEN PRAIRIE, MINN., Xiotech (www.xiotech.com) designs storage products that offer unprecedented levels of reliability, performance, and scalability. The company targets the small to medium-sized enterprise by offering products that are easy to implement and operate and by offering a high level of integration via Web services.

■ What are the biggest IT-related issues facing today's small to midsized enterprise?

Xiotech's Vice President of Technology Rob Peglar says, "By far it is the complexity of managing storage." He feels that the good news for the storage administrator is that there are a lot of choices—but that this is also the bad news. It becomes a real challenge for SMEs to identify the best storage solution for their environments. Peglar says it is not just the storage choices. There are almost too many variables to consider: applications, server virtualization, and network types, as well as how all those interact with the storage decision.

It comes down to complexity vs. the human resource, Peglar says. If you are a large Fortune 50 enterprise, you might be able to throw enough human resource at the storage challenge to handle a complex decision. The SME does not get this luxury.

Peglar feels that the way to reduce complexity is with solutions that automate storage management tasks, are less likely to fail, and reduce the number of interfaces and clicks the users need to work through to get a combination of solutions up and running.

■ What should *Processor* readers know about your company's products?

"Xiotech has solved the third leg of the triangle," Peglar says. This refers to the age-old storage belief that there are three angles to consider when selecting a storage system: high performance, high reliability, and low cost. And you can only pick two. Peglar says Xiotech lets enterprises have all three.

Xiotech does this, according to Peglar, by focusing on efficiency in power consumption, performance, and reliability. Basically, Peglar says, "get maximum efficiency in per U of rack space and per W of power."

At the core of the Xiotech solution is a technology called ISE (Intelligent Storage Element) that, according to Peglar, virtually eliminates drive-related service events by implementing techniques that increase drive life by reducing vibration and reducing heat. In addition to reducing drive failure, the system will also try to recover from false failures by restarting the drive, power cycling the drive, or performing in-situ drive remanufacturing.

Drive remanufacturing includes recalibrating the heads, performing a low-level format, and rewriting servo (control) tracks. In most cases, the steps of power cycling the drive and performing the remanufacturing process should bring the drive back online, saving the storage administrator significant time and expense to package up a failed drive that is actually fine, and saving the risk and time incurred by hot spare drives performing data rebuilds.

ISE technology allows Xiotech to deliver industry-leading performance and reliability at a cost that is well within the reach of the SME budget.

■ What makes your company unique?

Xiotech has "focused on human-to-machine interaction by bringing the best-of-breed engineering—the world's best talent for storage engineering," Peglar says. He feels that nobody has the drive-level understanding of storage technology as Xiotech does, while at the same time keeping the users of the product in mind. "With our Web services approach to management, applications can manage their own storage, and we can keep human interfaces simple and allow IT to concentrate on the needs of the business instead of having IT focused on the needs of storage," he says.



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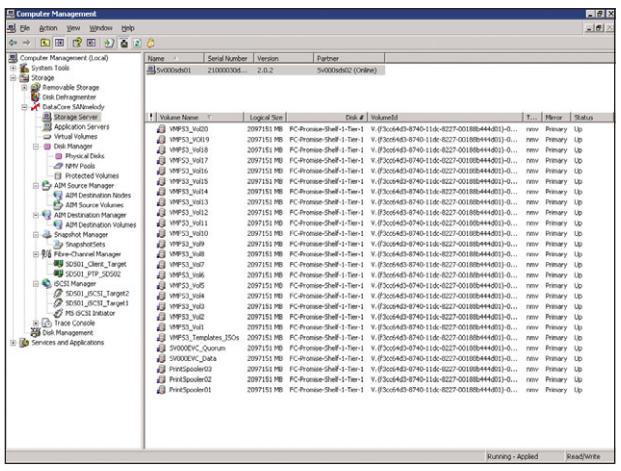
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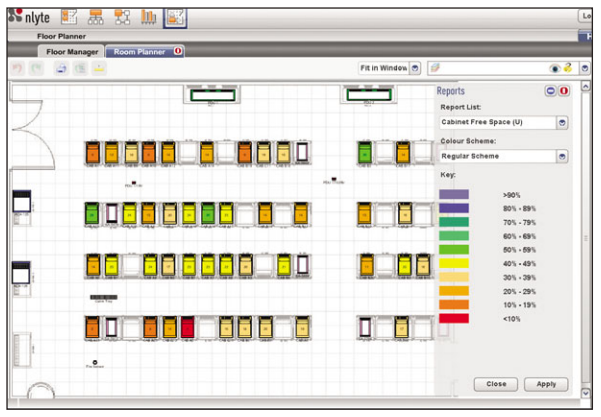
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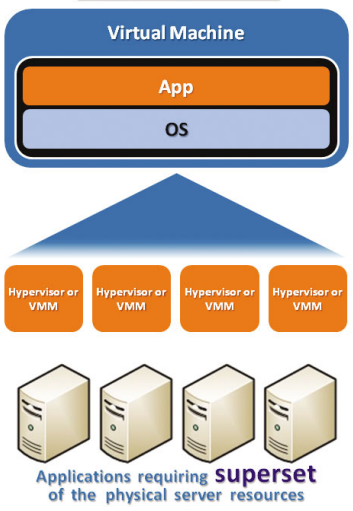
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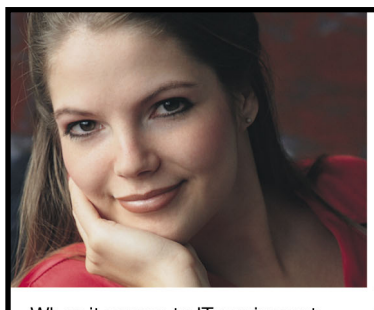

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Locations: Ireland and Multiple Cities in the US

Auction Begins: December 1, 2008 at 1:00 am PT

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